



INFRASTRUCTURE MIGRATION QUOTE – WFT CLOUD

5TH DECEMBER 2014

All information provided in this quote has been presented to best suit customer requirements. The pricing given in this document is not binding and may be subject to change.



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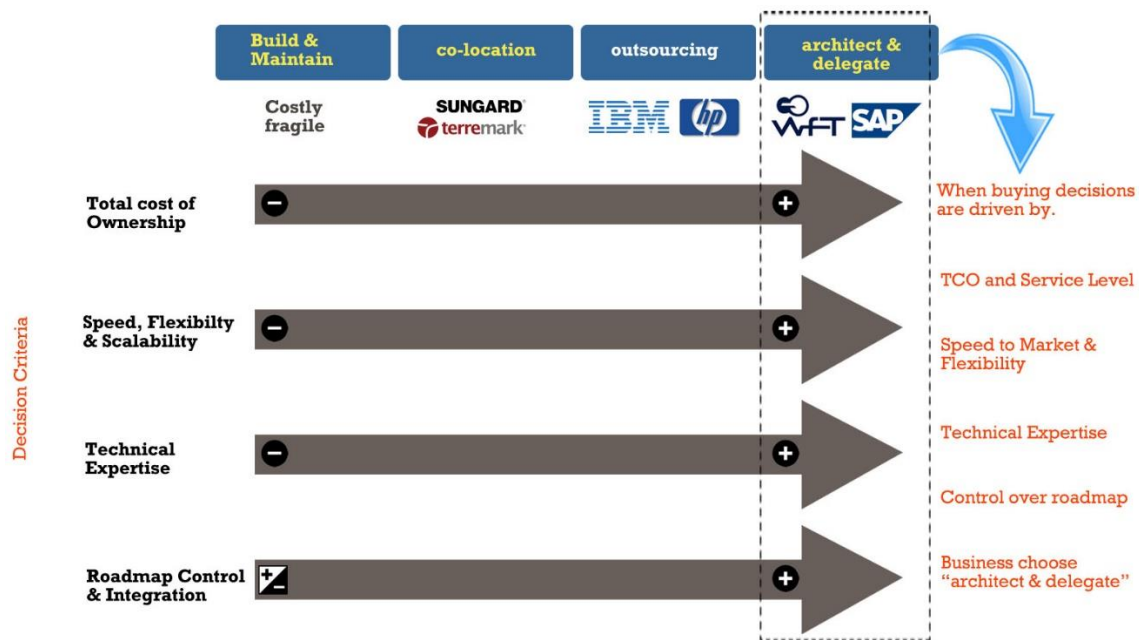


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- Step 2: You delegate the design execution and maintenance while controlling technology roadmap and total cost of ownership
 - Just-in-time SAP resource provisioning
 - Infrastructure-as-a-Service (subscription)
 - SLA-driven strategic relationship



2.1. LEVERAGING SAP PRIVATE CLOUD INVESTMENTS

WFTCloud pioneering record in enterprise-class virtualization, coupled with our status as a certified SAP Cloud Services Partner, make WFTCloud a uniquely qualified provider of next generation SAP Hosting.

- WFTCloud proprietary advantage and IP using distributed virtual resource cluster technology, operationally supported by the proven expertise of former SAP talent (80+ production systems)
- 325x advantage on data center productivity vs. legacy/co-lo hosting, enabling next generation benefits to deliver SAP application as a service, maintaining technology roadmap control
- Hassle-free "limo-ride" to SAP Application in virtual private cloud, including automated on-boarding and WAN/MPLS acceleration, with business focus on easy end-user experience, retaining SAP advantages of transparent integration, robust functionality and flexible configuration
- 100% success in high availability and system recovery and 100% customer retention, with just-in-time resource provisioning using infrastructure-as-a-Service (IaaS, subscription-based) and SLA-driven strategic relationship.

IT Projects

Operations & OPT™ Experts

Applications, OS & Hardware

Space, Power & Cooling

- IT Consultants, project - based

- Virtualization and on-boarding
- SAN fabric and monitoring
- WAN replication, acceleration
- Security and networking
- Database and performance

- Servers, Firewalls, Switches
- Operating Systems
- Application Licensing
- Single Instance Multi-tenant

- Physical Security
- Power and Cooling
- Bandwidth and Connectivity

At a high level, WFTCloud envisions the following Roles and Responsibilities (see proposed terms, conditions and details in the subsequent sections, to be discussed fully with the Wharfedale Technologies team):

- **XXXX** INFOTECH FZ LLC (DUBAI) to focus on core business value, user experience and application roadmap, including application performance objectives and operational efficiencies
- WFTCloud to deliver SAP Applications in virtual private cloud, with flexibility to align unified support discipline across IaaS delivery, Basis and a fully managed AMS, as needed, with predictable economics.
- Rapidly available DEV and QUALITY environments ready for on-boarding with SAP Application baseline sets to accelerate deployment times, leveraging one Basis lead and a proven strategic relationship to deliver manifold value

Some of WFTCloud additional operational advantages include:

- Flexibility to fine-tune SAP production and ancillary compute resources with minimal downtime
- Rapid provisioning with no delay for hardware procurement
- Ability to clone and copy SAP systems quickly and affordably; this is particularly useful for:
 - Diagnosing problems that can only be reproduced in Production or copies of Production
 - Creating and refreshing training systems
- No buy-back/termination fees for temporary systems
- Ability to inexpensively provision small systems for secure network endpoints such as
 - Secure web dispatchers
 - Proxy servers
 - Mail gateways
 - SAP Routers
- Disaster recovery solution built into virtualized, geographically dispersed infrastructure (Optional for customers based on requirement)
- Integrated Total Quality Commitment for service delivery across IaaS, Basis and AMS



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3.2 Landscape Information

1		<p>Server name: SAP ECC 6.0 CI with DB CPU: 4 cores Memory: 16 GB Operating System: Microsoft Windows 2008 R2 Persistent Storage: Total 500GB with 120GB SSD SNAPSHOT STORAGE: 600GB Database: SQL Server SAPS: 8500</p>
2		<p>Server name: SAP ECC 6.0 APP SVR 1 CPU: 4 cores Memory: 8 GB Operating System: Microsoft Windows 2008 R2 Persistent Storage: Total 350GB with 120GB SSD SNAPSHOT STORAGE: 500GB SAPS: 3500</p>
3		<p>Server name: SAP CRM 7.0 CPU: 6 cores Memory: 24 GB Operating System: Microsoft Windows 2008 R2 Persistent Storage: Total 300GB SNAPSHOT STORAGE: Not Required Database: SQL Server SAPS: N/A</p>
4		<p>Server name: SAP BW 7.31 CPU: 8 cores Memory: 24 GB Operating System: Microsoft Windows 2008 R2 Persistent Storage: Total 550GB with 250GB SSD SNAPSHOT STORAGE: 750GB Database: SQL Server SAPS: 12000</p>



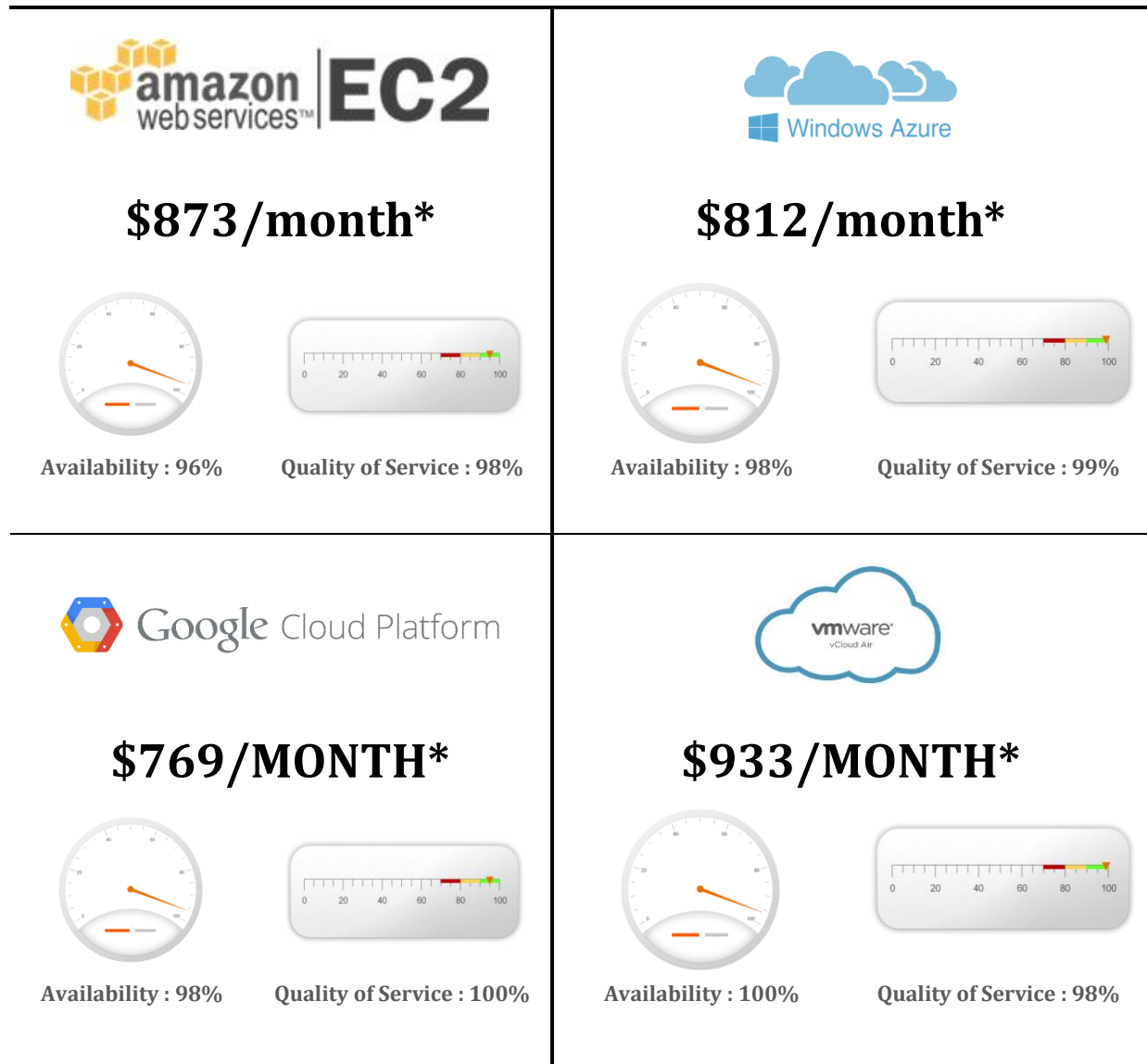
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6. Economic Considerations and Costs

At WFT Cloud, we strive towards providing our customers, the most competitive pricing based on current market standards. The prices quoted below are indicative of the current trending rates and may be subject to change depending on additional factors which may be out of the scope of this quote.



CONFIGURATION*	FOOTPRINT	START	TERM	NRC*
SAP Landscape Cloud Hosting	SAP Landscape (Refer Annexure)	11-09-2014	3 Years	\$734

Notes: * – One time – Non-recurring



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i. Service Level Guidelines

Priority	Production Impact	Response Time	Target Resolution
1- Fatal	Stopped No known work around	30 minutes	4 hours
2- Critical	Significantly impaired, but operational. No reasonable work around	1 hour	8 hours
3- Serious	Impaired. Reasonable work around. Moderate customer impact.	4 hours	24 hours
4- Minor	Impaired. Reasonable work around Low customer impact	24 hours	48 hours
5- Request	Enhancement. Out of Scope	As needed	case by case

ii. Escalation Guidelines:

For WFTCloud

Level 1 – Response time not met, contact Account Lead

Level 2 – No response 1 hour after Level 1, contact COO

Level 3 – No response 1 hour after Level 2, contact CTO



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