

In-Place Upgrade Service SOW

1 Goals

The goal of the In-Place Upgrade Service is to deliver a successful upgrade of an existing EFT environment, using a proven methodology while validating every step to ensure successful upgrade.

2 Deliverables

- Upgrade of a Globalscape product configuration and its built-in modules
- EFT Upgrade Validation Test
- Knowledge transfer

3 In-Scope Activities

The following are activities and limitations defined by service:

Service Feature	PS EFT Server In-Place Upgrade
Service Type	Fixed Price
Schedule Duration	Kickoff: 30min via WebEx Planning: up to one (1) hours via WebEx. Implementation: One (1) consultant assigned for up to one (1) day
Planning	Analysis and review on upgrade strategy plan, risks and compatibility
Implementation	Upgrade of a one (1) existing EFT Standalone (SA) or EFT HA configuration of one (1) environment from any existing version to a newer version
	Upgrade of up to four (4) existing EFT nodes (only HA configurations)
	Configuration all owned EFT built-in modules
	Upgrade of DMZ Gateway
	Upgrade of all EFT Sites
	Upgrade of one (1) Web Transfer Client branding
Validation & Testing	EFT System validations
	Validate all EFT nodes from an EFT HA cluster are stable and working properly (if applicable)
	Test all protocols are working and auditing is working as expected
	Troubleshooting of configuration issues related to the upgrade service
Others	Product knowledge transfer
	Rollback to previous EFT environment version (if needed).
	Globalscape standard templates documentation
	MFT Best Practice Review
	Project Management Control

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4 Out-of-Scope

Globalscape will not perform the following:

- Services or activities **not** mentioned on “In-Scope” section; these include – but are not limited to – the following:
- Any services or activity on non-Globalscape products, Network troubleshooting and/or reconfiguration
- User Acceptance Testing (UAT) on EFT systems or dedicated assistance during cutover events (requires additional professional services).

5 Schedule

The schedule of the services shall be mutually agreed upon by both parties no later than one (1) week from execution of this SOW during the kickoff meeting. Both parties agree that at no time will the Schedule be altered without written permission from the other party. A minimum of **SEVEN** days’ notice from CUSTOMER is required to plan and schedule the services.

Terms and Conditions

Globalscape will perform this SOW in consideration for the payment of the Professional Services fees set forth in the Quotation that references and incorporates this SOW.

The Services described in this SOW will be provided by Globalscape, pursuant to and governed by Globalscape’s Professional Services Terms and Conditions, which can be found at: <https://www.globalscape.com/documentation>.