

Cloud Bridge

Service Overview

Cloud Bridge is a service offering that extends protection for critical business systems by implementing a bridge between existing server locations into Microsoft's cloud. This implementation service is a short path toward maintaining the protection of legacy systems and Microsoft's Software Assurance without the price and timely nature of a full upgrade or a holistic migration.

Cloud Bridge extends management capabilities and features to on-premises, multi-cloud environments, and edge locations. Due to its emphasis on End of Life (EoL) features, Cloud Bridge addresses the critical need to protect legacy systems. By extending its capabilities to manage and protect EoL servers, Arraya's Cloud Bridge service offers a strategic and economical, cloud-based option for extending your security, compliance, and Software Assurance.

Arraya's experts will help you determine the shortest execution path. Without a supportive partner, your organization risks driving up costs due to incorrect configurations. Arraya will deploy and configure Microsoft's Azure Arc technology and your organization will learn how to leverage the tool to increase business value. Arraya will design a single pane of glass architecture and supply real-world examples that your organization can use to model your deployments. Arraya's experts validate the components and configuration to ensure the technology is ready for daily use. Your organization gains access to the monitoring resources deployed by Arraya with log analytics and data collection within Azure's unified management platform. Arraya supplies as-built documentation to your organization, so you're ready to continue business-as-usual with your legacy systems through October of 2026.

Our services go beyond conventional EoL management by offering comprehensive hands-on partner support, extending the life of the legacy system without the cost or hassle of an update or migration.

Furthermore, we also offer separate managed services specifically tailored for Business Continuity and Disaster Recovery (BCDR). This ensures sustained operational excellence after the initial Cloud Bridge implementation, allowing businesses to focus on their core objectives with peace of mind.

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SERVICE SCOPE

Arraya Solutions staff will work closely with your staff to perform the activities listed below. These activities are subject to the completion of the identified "Customer Responsibilities" listed in this document.

Work Activity

- Review source and target environments
- Design and deploy Arc components:
 - Roles-based assignment design
 - Resource group design
 - Arc onboarding & update manager design
 - Virtual network design
 - VPN design
 - Virtual machines design
 - Storage design
 - Business continuity and disaster recovery design
- Deploy, configure, and validate DNS forwarder resources
- Onboard targeted virtual machines (up to 50 servers)
- Write and provide as-built documentation
- Knowledge transfer and close-out



DELIVERABLES

Arraya Solutions will provide your organization with the following deliverables as part of this service offering:

- **As-Built Documentation:** Documentation detailing the design and implementation of the overall engagement.
- **Deployed Azure Landing Zone:** A structured environment, with pre-configured settings and best practices, that supports managing resources consistently and efficiently.
- **Hybrid Networking Configuration:** Configuration for Azure Arc against best practices that ensure resources can interact seamlessly and allows organizations to benefit from both on-premises and cloud environments, regardless of their physical location.
- **EoL Protection Extended:** The ability to protect legacy systems through October 13th, 2026.

Project Management

Arraya will assign a project manager as the designated point of contact for managing schedules, resources, activities, and deliverables concerning Arraya's Professional Services. Arraya's project manager will work with your organization to define the governance required to manage the engagement.

Project Changes

Any changes to the Services, schedule, charges, or a Statement of Work must be mutually agreed upon by Arraya and your organization in writing. Depending on the scope of such changes, Arraya may require that a change order or separate Statement of Work detailing the change(s) be mutually agreed to in writing.

Exclusions

Arraya is responsible for performing only the Services expressly specified in an agreed upon Statement of Work. All other services, tasks, and activities are considered out of scope. Specific exclusions from this service are listed below.

ADDITIONAL DETAILS

Customer Responsibilities

Azure Arc License: The Customer is responsible for purchasing licenses – Arraya is available to advise & facilitate the customer's purchasing process.

Scope Boundary Extensions

Arraya assumes the Customer Requirements listed above will all be completed as defined. In an instance where additional assistance is requested, the following Customer Responsibilities may be provided by Arraya Services personnel at an agreed upon Time & Materials billing schedule or as a separate engagement.

Services Schedule

Unless otherwise mutually agreed to in writing, the anticipated start date of the Services is within two (2) weeks after receipt and approval by Arraya of your organization's purchase order for this Service. The Services will be delivered using Arraya's standard delivery model, which may include on-site and/or offsite delivery.

Arraya Services Terms & Conditions

All services and products are bound by our Master Services Agreement. These terms and conditions are available at arraya.info/msa.