

Data Migration Services

Accelerate Your Transition with Complete Confidence

Moving petabytes of unstructured data and millions of files between environments can be a highly involved undertaking.

Qumulo Data Migration Services ensure your data is transferred securely, accurately and efficiently. Whether you need our experts to manage the entire migration lifecycle from planning to cutover, or you simply need your internal team trained and equipped to execute the move themselves, our Professional Services team provides the strategy, tooling and execution framework needed for a flawless transition to your new Qumulo cluster.

Flexible Consulting Scenarios

Data Migration Services are offered in two distinct engagement models to align with your project requirements, budget and internal capabilities:

- **"Do It For Me" (Qumulo-Led Managed Migration):** A comprehensive engagement where Qumulo Professional Services acts as the migration engine. Governed by a custom Time & Materials (T&M) Statement of Work (SOW), this model includes dedicated Qumulo Project Management. Our experts manage the end-to-end lifecycle - including environmental validation, tool deployment, cutover planning, bulk execution and final validation.
- **"Do It With Me" (Quickstart Enablement):** A focused, fixed-duration engagement designed for customers and partners who prefer to execute the migration themselves. Qumulo will deploy the migration tooling, validate network readiness and provide hands-on training so your team can confidently manage the data transfers and cutovers.

Service Order Information

SKU	Service Description
Q-PRO-ONSITE-MIG-1DAY	PS - Onsite Data Migration Services - 1 Day
Q-PRO-REMOTE-MIG-1DAY	PS - Remote Data Migration Services - 1 Day

Note the following ordering requirements:

- One (1) SKU quantity provides one (1) standard business day, or up to eight (8) hours of migration services.
- Quantity of units is determined during the SOW scoping process for Managed Migrations, or sold as a fixed block for Quickstart Enablement.

Service Scope & Deliverables

- **Discovery & Scoping:** Qumulo will conduct a discovery session with your team to understand your technical objectives, timeline and required deliverables.
- **Statement of Work (SOW):** Qumulo will draft a SOW detailing the exact scope of work, the estimated timeline and the required number of migration days to achieve the defined outcomes. The engagement is delivered as a dedicated block of T&M effort
- **Execution:** Once the SOW is executed, Qumulo assigns dedicated resources to deliver the agreed-upon services, providing regular status reporting and proactive risk management throughout the migration phases. All work performed will be strictly limited to the boundaries defined within the SOW.
- **Flexible Delivery:** Available as onsite or remote engagements based on the service purchased.

Requirements

- **Project Governance & Readiness:** The customer retains overall project management responsibility for their internal teams and legacy systems. This includes ensuring the readiness of prerequisite infrastructure and orchestrating the final client-side cutover event.
- **Execution Ownership:** For "Do It With Me" engagements, the customer assumes full operational responsibility for executing and troubleshooting the migration following the initial enablement session.
- **Access & Collaboration:** The customer must provide the necessary administrative access to both the legacy source environment and the Qumulo target, and ensure relevant internal personnel (storage administrators, network engineers and application owners) are available to collaborate.

Exclusions

The following activities are not included in this service:

- **Application Remediation:** Reconfiguring third-party applications, databases or client-side mount points to connect to the new storage environment post-migration.
- **Data Cleansing & Restructuring:** Qumulo migrates data "as-is." This service does not include data deduplication, virus scanning or the reorganization of legacy directory hierarchies.
- **Source System Remediation:** Troubleshooting or repairing the legacy storage environment, including resolving pre-existing data corruption, file-locking conflicts or legacy hardware failures.

Qumulo's Professional Services Agreement incorporates and governs all aspects of the services described in this datasheet.