

DAAS Success Criteria for GW3130 DD MERIDIAN				Weekly, alternate snapshot, frequency for Pilot	Description	Result	Legend	Rating	Rating	Actual Rating
1. Hardware Performance (50%)								0%	0%	0%
HW failure reported										
Passmark Rating										
CPU					PASSED	PASSED	100 %	100 %	100 %	100 %
Memory					PASSED	PASSED	100 %	100 %	100 %	100 %
Disk					PASSED	PASSED	100 %	100 %	100 %	100 %
2. Store Feedback (25%)								0%	0%	0%
					5		5	100 %	100 %	
3. Hardware Support Performance (25%)								0%	0%	0%
How satisfied are you with your experience in the HW Support Services?					5		5	100 %	100 %	100 %
SLA Response										
SLA Resolution										
Overall Success								>90%	0%	0%

Date of Visit	12-18-24	5 Extremely happy	
Time of Visit:	2:30 PM - 5:00 PM		
Store POC Name: RM, MOD:	MARTIN BRADAS		
Signature of POC:	- [Signature]		