

Hyper- V Migration & Server Refresh

City of Waverly

Executive Summary



VMware to Hyper-V Conversion

Five Nines will assist City of Waverly with an on-premises server refresh to replace aging VMware-based server infrastructure with a new Microsoft Hyper-V environment. The proposed approach includes deploying a new physical server, configuring Microsoft Hyper-V, and building a more standardized Windows Server environment consisting of two domain controllers, one application server, and one file/print server.

This project is intended to modernize the customer's current server environment while maintaining required on-premises application, file, print, and authentication services. Rather than directly restoring the existing two-server layout, Five Nines will use the refresh as an opportunity to better segment server roles, improve manageability, and align the environment with current best practices where feasible.

Five Nines will work with the customer and applicable third-party vendors to support migration of server-based applications, file share data, permissions, print services, and backup configuration to the new Hyper-V environment. The existing physical server environment will only be retired after migrated services have been validated and customer approval has been received.

Products

Description	Price	Qty	Ext. Price
PowerEdge T560 (1x Intel® Xeon® Gold 5416S 2G, 16C/32T, 64GB RAM, 2x 960GB SSD, 2x 480GB SSD) - 5 Year ProSupport with NBD Onsite Service	\$17,639.10	1	\$17,639.10
Windows Server 2025 Standard - 2 Core (NCE COM BAS PER 1TM)	\$147.00	16	\$2,352.00
Windows Server 2025 - 1 User CAL (NCE COM BAS PER 1TM)	\$50.00	23	\$1,150.00
Subtotal:			\$21,141.10

Professional Services

Description	Price	Qty	Ext. Price
Project Labor	\$19,505.17	1	\$19,505.17
Subtotal:			\$19,505.17

Hyper- V Migration & Server Refresh

City of Waverly

Work Summary

Hyper- V Migration & Server Refresh

Project Kickoff and Design Validation

- Review the proposed on-premises server replacement design with the customer prior to implementation.
- Validate final server sizing, storage requirements, network configuration, backup requirements, application dependencies, and migration approach.
- Confirm project schedule, customer responsibilities, downtime expectations, and cutover plan.
- Identify any changes from the initial scoping information that may impact final design, effort, or pricing.

New Hyper-V Host Deployment

- Stage, install, and configure one new physical server to support the replacement Hyper-V environment.
- Configure server hardware, storage, remote management, networking, and Windows Server 2025 operating system settings.
- Install and configure the Hyper-V role, virtual networking, and baseline host settings in alignment with best practices.
- Rack, cable, power on, and validate the new server hardware at the customer site.

New Server Buildout and Configuration

- Deploy four new Windows Server 2025 virtual machines on the new Hyper-V host to provide a more standardized and segmented server environment.
- Configure two domain controller servers to support Active Directory services, DNS, and authentication.
- Configure one application server to support required server-based applications.
- Configure one file/print server to support file share and print service migration.
- Apply baseline server configurations, including Windows Updates, administrative access, and standard security settings.

Migration and Cutover Support

- Coordinate with the customer and applicable third-party vendors to support application migration planning.
- Assist with migration of applicable server-based applications, file share data, permissions, and print services to the new server environment.
- Develop a high-level cutover plan for transitioning users and services from the legacy environment.
- Support production cutover and provide post-cutover troubleshooting for migration-related issues.
- Validate application access, file share access, print functionality, and core server services after migration.

Veeam Backup Configuration

- Provision and configure a new Veeam management/console virtual machine, if required.
- Install and configure Veeam Backup & Replication software.
- Import or recreate the existing Veeam configuration where applicable.
- Configure and validate backup jobs for the new Hyper-V host and virtual server environment.

Legacy Hardware Retirement and Documentation

- Assist with retirement planning for the legacy physical server environment once migrated services are validated.
- Power down and remove legacy hardware where appropriate and approved by the customer.
- Update documentation to reflect the new Hyper-V host, virtual machines, backup configuration, and relevant infrastructure changes.
- Review the completed environment, operational considerations, and post-migration support expectations with the customer.

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City of Waverly

Assumptions

This Statement of Work was created with labor estimates based on best practices and current knowledge of the client's environment. This labor cost of this project covers all Professional Services required of this project including Project Design, Project Planning, Project Management, and Project Engineering.

Five Nines will ensure that the proposed solution will have minimal impact on business operations with minimal downtime.

Areas not specifically addressed in this Scope of Work are considered outside the scope of this project and will require a change order.

This change order must be approved by mutual agreement between the client and Five Nines.

Any costs related to project travel, including airfare, lodging, rental transportation, and food, will be expensed directly to the client at cost.

This proposal is based on the server, application, and infrastructure information available during initial scoping. Any material changes to the known environment, server count, application dependencies, data volume, or migration requirements may require additional scope and cost.

Pricing included in this proposal assumes the customer proceeds under a Five Nines Managed Services Agreement. If the customer elects to proceed as a standalone/external project engagement, pricing, labor rates, project terms, and support expectations may need to be reviewed and adjusted.

Project assumes one new physical server will be deployed to replace the existing VMware-based server environment.

Project assumes the new on-premises environment will be standardized into four Windows Server 2025 virtual machines: two domain controllers, one application server, and one file/print server.

Project assumes supported server workloads will be migrated to the new Hyper-V environment where feasible, with the existing physical server environment retired only after migrated services have been validated, backups are confirmed, and customer approval is received.

Project assumes the Migration and Cutover Support phase will proceed without significant application, file share, print, permissions, vendor, or end-user access issues. Limited post-cutover troubleshooting is included for migration-related items only; extended troubleshooting, repeated cutover attempts, vendor delays, or issues outside the expected migration path may require additional scope and cost.

Five Nines is not responsible for vendor-level support, software repair, application upgrades, code changes, database remediation, or application modernization for G-Works/SimpleCity/Summit, Thoroughbred, or any other third-party application unless specifically listed in scope.

Project assumes the customer and/or applicable application vendors will provide administrative access, installation media, license keys, vendor documentation, and support resources required to migrate and validate third-party applications.

Project assumes the customer will provide a final application inventory prior to implementation, including any applications used by individual departments that may still rely on the existing server environment.

Project assumes customer and/or vendor resources will be available during scheduled migration and cutover windows to assist with application validation, user acceptance testing, and timely decision-making.

File migration is limited to standard business file shares identified during discovery. Significant data cleanup, archive separation, file restructuring, permissions redesign beyond best-effort migration, or remediation of unsupported file paths/types may require additional scope.

Print migration is limited to standard network-capable printers identified during discovery. USB/local printers, specialty printers, legacy driver remediation, or printers requiring direct hardware integration are excluded unless specifically reviewed and added to scope.

Project assumes Veeam Backup & Replication will be configured to protect the new Hyper-V host and virtual server environment. Existing backup configuration will be imported or recreated where applicable.

This proposal includes hardware pricing based on current availability and configuration at the time of quoting. Pricing and lead times are not guaranteed until equipment is quoted and secured, and any required changes will be communicated and approved prior to procurement.

Any work required outside the approved scope, including unsupported application remediation, additional data cleanup, additional printer troubleshooting, end-user training beyond listed scope, major design changes, newly discovered server/application dependencies, or extended post-cutover support, may require additional scope and cost.

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City of Waverly

Change Request

This Statement of Work was created with labor estimates based on best practices and current knowledge of the client's environment. Any significant labor increases required due to unknown processes or tasks discovered during the project will require a change request, to be agreed upon by Five Nines and the client. In the event a change request is required, Five Nines will prepare and provide to client a proposed change order. Five Nines will identify in the proposed change order the impact, if any, the change order will have on the existing project.

Hyper- V Migration & Server Refresh

City of Waverly



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City of Waverly

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Quote Information:

Quote #: 57352

Version: 3

Delivery Date: 07/28/2026

Expiration Date: 08/10/2026

One-Time Expense Summary

Description		Amount
Products		\$21,141.10
Professional Services		\$19,505.17
Subtotal:		\$40,646.27
Shipping:		\$48.00
Estimated Tax:		\$2,950.32
Total:		\$43,644.59

Please approve this quote and submit payment immediately. Fixed fee projects require down payment of 100% of products and 50% of labor, with the remaining 50% of labor due upon project completion. Termination of the managed services agreement with Five Nines will require customer to pay out the remainder of any agreements with third parties (including but not limited to Microsoft licensing, backup licensing, KnowBe4, Arctic Wolf). Pricing adjustments for third-party services are at the discretion of the vendor. Five Nines shall not be liable for any failure or delay in performance due to circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, government actions, labor strikes, supply chain disruptions, or other unforeseen events. In such cases, Five Nines reserves the right to modify or cancel the agreement without liability. Pricing & Availability: Pricing and availability are subject to change without notice.

Signature, Client

Print, Client

Date

Hyper- V Migration & Server Refresh - VM Restore Option

City of Waverly

Executive Summary

Five Nines will assist City of Waverly with replacing the existing VMware-based server hardware with a new Microsoft Hyper-V host. The proposed approach includes deploying a new physical server, configuring Microsoft Hyper-V, and migrating the existing virtual machines to the new Hyper-V environment.

This project is intended to address aging server hardware and reduce dependency on the existing VMware platform while keeping the current server layout largely intact. This provides a lower-effort migration path compared to a full server modernization approach, while still allowing the customer to move onto new hardware and a supported Hyper-V platform.

Five Nines will restore the existing virtual machines to the new Hyper-V host using Veeam, validate basic server connectivity and functionality, reconfigure backups to reflect the new host environment, and remove the legacy hardware from production once migrated workloads have been validated and customer approval has been received.

Products

Description	Price	Qty	Ext. Price
Dell PowerEdge T560 Tower Server - (2) Intel Xeon Silver 4509Y 2.6GHz 8C Processor - xxGB RAM - xxTB SSD - (8) NICs - iDRAC9 Enterprise - Dual Power Supply - 5 Year ProSupport with NBD Onsite Service	\$17,639.10	1	\$17,639.10
Subtotal:			\$17,639.10

Professional Services

Description	Price	Qty	Ext. Price
Project Labor	\$6,403.81	1	\$6,403.81
Subtotal:			\$6,403.81

Hyper- V Migration & Server Refresh - VM Restore Option

City of Waverly

Work Summary



Hyper-V Migration and Server Refresh - VM Restore Option

Project Kickoff and Cutover Planning

- Review the proposed Hyper-V migration approach with the customer prior to implementation.
- Confirm project schedule, customer responsibilities, downtime expectations, and cutover window.
- Review known risks, contingency plan, and success criteria for the migration.
- Identify any changes from the initial scoping information that may impact final scope, effort, or pricing.

New Hyper-V Host Staging and Configuration

- Stage and configure one new physical server to support the replacement Hyper-V environment.
- Update applicable server firmware, BIOS, storage, and management components.
- Configure server storage, remote management, networking, and baseline host settings.
- Install and configure Windows Server 2025 and the Hyper-V role.
- Configure Hyper-V virtual networking and host settings in alignment with Five Nines best practices.

Hardware Installation

- Prepare server hardware for transport and installation.
- Rack, cable, and power on the new physical server hardware at the customer site.
- Connect the new server to the customer's network infrastructure.
- Perform cable management and validate that the new hardware is online and accessible.

Veeam Backup and Recovery Configuration

- Provision and configure a new Veeam management/console virtual machine.
- Install and configure Veeam Backup & Replication software.
- Import or recreate the existing Veeam configuration where applicable.
- Configure Veeam backups to protect workloads on the new Hyper-V host.

VMware to Hyper-V Virtual Machine Migration

- Restore up to two existing VMware virtual machines to the new Hyper-V host using Veeam.
- Support migration of up to approximately 1TB of virtual machine data.
- Monitor restore progress and address migration-related issues where applicable.
- Power on migrated virtual machines and validate basic connectivity, accessibility, and server functionality.

Production Cutover and Validation

- Support production cutover from the existing VMware environment to the new Hyper-V environment.
- Validate server connectivity, authentication, application access, file share access, print functionality, and backup readiness.
- Provide limited post-cutover troubleshooting support for migration-related issues.

Legacy Hardware Retirement and Documentation

- Reconfigure Veeam backups to reflect the new Hyper-V host environment.
- Update documentation to reflect the new Hyper-V host, virtual machines, backup configuration, and relevant infrastructure changes.
- Remove legacy physical server hardware from the production environment where appropriate and approved by the customer.

Hyper- V Migration & Server Refresh - VM Restore Option

City of Waverly

Assumptions

This Statement of Work was created with labor estimates based on best practices and current knowledge of the client's environment. This labor cost of this project covers all Professional Services required of this project including Project Design, Project Planning, Project Management, and Project Engineering.

Five Nines will ensure that the proposed solution will have minimal impact on business operations with minimal downtime.

Areas not specifically addressed in this Scope of Work are considered outside the scope of this project and will require a change order. This change order must be approved by mutual agreement between the client and Five Nines.

Any costs related to project travel, including airfare, lodging, rental transportation, and food, will be expensed directly to the client at cost. This proposal is based on the server, application, and infrastructure information available during initial scoping. Any material changes to the known environment, server count, application dependencies, data volume, or migration requirements may require additional scope and cost. Pricing included in this proposal assumes the customer proceeds under a Five Nines Managed Services Agreement. If the customer elects to proceed as a standalone/external project engagement, pricing, labor rates, project terms, and support expectations may need to be reviewed and adjusted.

Project assumes one new physical server will be deployed to replace the existing VMware-based server hardware.

Project assumes the new physical server will be configured as a standalone Microsoft Hyper-V host.

Project assumes this is a like-for-like migration intended to move the existing virtual machines to new Hyper-V infrastructure with minimal redesign. This scope does not include rebuilding the environment into a new four-server design, server role segmentation, application modernization, file/print redesign, permissions restructuring, or broader environment standardization unless specifically listed in scope.

Project assumes migration is limited to approximately 1TB of virtual machine data. Additional data volume may require additional time and cost.

Project assumes the existing virtual machines are healthy, backed up, and suitable for migration to Hyper-V without major operating system, application, database, or vendor remediation.

Project assumes the Migration and Cutover Support phase will proceed without significant application, file share, print, permissions, vendor, or end-user access issues. Limited post-cutover troubleshooting is included for migration-related items only; extended troubleshooting, repeated cutover attempts, vendor delays, or issues outside the expected migration path may require additional scope and cost.

Five Nines is not responsible for vendor-level support, software repair, application upgrades, code changes, database remediation, or application modernization for G-Works/SimpleCity/Summit, Thoroughbred, or any other third-party application unless specifically listed in scope.

Project assumes the customer and/or applicable application vendors will provide administrative access, license keys, vendor documentation, and support resources required to validate third-party applications after migration.

Project assumes customer and/or vendor resources will be available during scheduled migration and cutover windows to assist with application validation, user acceptance testing, and timely decision-making.

Project assumes Veeam Backup & Replication will be configured to protect the new Hyper-V host and migrated virtual machines. Existing backup configuration will be imported or recreated where applicable.

Project assumes legacy VMware infrastructure and physical server hardware will only be powered down or removed after migrated workloads have been validated, backups are confirmed, and customer approval is received.

This proposal includes hardware pricing based on current availability and configuration at the time of quoting. Pricing and lead times are not guaranteed until equipment is quoted and secured, and any required changes will be communicated and approved prior to procurement. Any work required outside the approved scope, including unsupported application remediation, additional data cleanup, file/print redesign, additional printer troubleshooting, end-user training beyond listed scope, major design changes, newly discovered server/application dependencies, or extended post-cutover support, may require additional scope and cost.

Change Request

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Hyper- V Migration & Server Refresh - VM Restore Option

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Hyper- V Migration & Server Refresh - VM Restore Option

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Quote Information:

Quote #: 57366

Version: 1

Delivery Date: 07/28/2026

Expiration Date: 08/10/2026

One-Time Expense Summary

Description		Amount
Products		\$17,639.10
Professional Services		\$6,403.81
Subtotal:		\$24,042.91
Shipping:		\$48.00
Estimated Tax:		\$1,746.59
Total:		\$25,837.50

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Signature, Client

Print, Client

Date



MANAGED SERVICES

PARTNERSHIPS INCLUDE...

- 24/7/365 Monitoring and Support
- Unlimited Support
- Primary Engineering Team
- Email Filtering
- Endpoint Protection
- Endpoint Detection and Response
- M365 Managed Detection and Response
- 24/7 SOC-as-a-Service
- FN Backups (including O365)
- Multi-Factor Authentication
- Conditional Access
- Patch Management
- Technology Strategic Planning
- Full IT Documentation
- Tier 3 Escalation Response
- Procurement Management
- Vendor Management
- Dark Web Monitoring
- Security Awareness Training
- Phishing Simulations
- vCIO Consulting and Business Reviews

Monthly Investment

\$150 / user x 23 users

\$ 3,450/ month

Onboarding Project: 2x MRR

**Final pricing based on confirmed user count and environment details. 3-year Partnership Agreement rate.*