



NetVault Prepaid Remote QuickStart

Description

The NetVault Remote QuickStart is a deployment service designed to assist you remotely with the initial setup and configuration of your NetVault Backup solution. The service focuses on ensuring NetVault is configured optimally and quickly so you may quickly maximize your opportunities to reduce costs, reduce risk and improve performance.

The QuickStart package assists with the following stages:

- Discovery / Design & Documentation.
- NetVault Backup Deployment.
- Knowledge Transfer.

Outcomes

Quest Subject Matter Experts (SMEs) utilize a designed implementation methodology to remotely assist you through the implementation process. With a NetVault Backup solution quickly and efficiently implemented into production, your IT teams are prepared to effectively administer and manage essential backup requirements your environment.

The service focuses on performing the essential out-of-the-box configurations as well as providing key knowledge transfer around routine administration of your environment.

Benefits

- Ensure your data protection and application recovery solution is set up quickly and optimally.
- Save valuable time with help from Quest SMEs to implement your new solution.
- Learn best practices to ensure you are using the solution to its full potential.

Approach and Activities

Your team will receive support on all the designated features shown below.

- **Discovery / Design & Documentation**
 - Review implementation objectives, confirm the expected scope, project timeline and key personnel.
 - Validate the service prerequisites are fulfilled.
 - Define security, availability and coverage aspects for up to one (1) environment.
- **NetVault Backup Deployment**
 - Deploy and configure base settings for one (1) NetVault Server.
 - Deploy and configure up to two (2) NetVault Clients.
 - Configure client addition and standard base settings.
 - Integration for one (1) primary backup storage device.
NOTE: Storage device must be online and ready for backup software integration. Storage deployment (eg. QoreStor) not included with this service. Please inquire if needed.
 - Install and configure one (1) add-on plugin (see available plugins included with service below):
 - Available plugins: Plugin for VMware, Plugin for Hyper-V or Plugin for Microsoft Office 365.
- **Knowledge Transfer – as necessary but no more than to 4 hours**

- Discuss operational and best practice use of NetVault Backup.
- Review usage of Consolidated full backups and Continuous Data Protection.
- Basics of Plugin exclusion rules.
- Best practice for secondary copies and archiving.
- Review Advance Backup options.
- Understanding Jobs, Policy, Sets and best practice naming conventions.
- Review reporting, monitoring and notification options.
- How-to: licensing and working with support.

Prerequisites and Assumptions

- Quest will remotely deliver the activities in a series of sessions planned by mutual consent at least one (1) day in advance.
- Service limited to one (1) NetVault Server.
- All services are delivered remotely.
- All service activities are to be completed within 30 days from date of initial session.
- The service expires twelve (12) months from date of purchase if not consumed.
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager.
- The services will be delivered in English language, unless otherwise agreed upon by Customer and Quest.

Customer will:

- Provide remote access to the NetVault Core/Server via GoToMeetings or other method by mutual consent, and if required, a support tether.
- Assign appropriate technical and business resources to participate in the project that have necessary administrator privileges to the connected network and associated systems.
- Ensure your applicable system administrator(s) with proper system access will be available to provide appropriate remote access privileges required during the performance of this service.
- Ensure your environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the “Requirements” section of the NetVault datasheet (found on <https://www.quest.com/products/netvault/>).
- Ensure all networking related setup for the server is completed prior to engagement.
- Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents.
- Have valid licenses for all Quest and third party software product(s) applicable to the engagement, and be current on support services for such products.
- NetVault and QoreStor software installed must be a supported version listed in the Product Lifecycle table located in the Quest Support Site for each product.

SKU

SKU Part #	Description
BRI-BAK-PP	NETVAULT PREPAID REMOTE QUICKSTART