



## NetVault Plus Remote QuickStart – Prepaid

### Description

NetVault Plus Remote QuickStart Services Offering is designed to implement one NetVault/ and QoreStor system in Customer's environment. The service is delivered via remote consulting and addresses the activities outlined in Approach and Activities section.

Who it's suited for:

- Customers new to the NetVault Plus solution, or any portion of its components.
- Customers with narrowly defined implementation needs.
- Customers wanting basic knowledge transfer on standard administration of NetVault Plus system.

### Outcomes

The NetVault Plus Remote QuickStart will help you quickly and efficiently implement NetVault and QoreStor into production. Prepare your IT team to effectively administer your new backup system for the quickest path to protecting your business-critical data. Quest's Subject Matter Experts (SMEs) will ensure the production-ready system meets the intended design criteria of your data protection needs.

### Benefits

- Quickest path to a production-ready system.
- Confidence your implementation aligns with designed best practices.
- Take the guesswork out of administration of your new system and gain accelerated Return on Investment (ROI).

### Approach and Activities

Activities cover both one (1) NetVault server and one (1) QoreStor server (on-premises physical, on premise virtual, or hosted environment).

- **Planning and Environment Readiness**
  - Mutually define proposed timeline for engagement.
  - Verify remote access.
  - Assess accessibility and readiness of the host(s), network, and other related components.
- **Installation/Deployment**
  - Deployment of one (1) QoreStor host (physical/virtual/cloud) including: operating system installation/setup, basic host network configuration, standard OS patching to meet QoreStor prerequisites.
  - Creation of logical volumes to meet QoreStor requirements (NOTE: hardware/software RAID configuration not included with services offering).
  - Assist with the installation/setup of QoreStor software on the one (1) host.
  - Assist with the initial configuration of up to five (5) storage containers.
  - 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 with QoreStor.
  - Install and configure one (1) add-on plugin (see available plugins included with service below):

- Available plugin: Plugin for VMware, Plugin for Hyper-V or Plugin for Microsoft Office 365.
- **Validation and Knowledge Transfer – as necessary but no more than 4 hours**
  - Deployed system overview and standard validation of configurations to ensure system performance meets intended objective as defined during deployment planning.
  - Knowledge transfer will occur informally during the performance of the above activities, rather than an independent session post-installation.

## 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, two (2) NetVault Client and one (1) QoreStor 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 Quest.
- The services will be delivered in English language, unless otherwise agreed upon by Customer and Quest.

### **Customer will:**

- Provide remote access to related hosts/systems 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
NRQ-BAK-PP	NetVault Plus Remote QuickStart - Prepaid