



## QoreStor QuickStart – Prepaid

### Description

The QoreStor Remote QuickStart is a deployment service designed to assist you with the initial setup and configuration of your QoreStor software defined secondary storage. The service focuses on ensuring QoreStor is configured optimally so you may quickly maximize your opportunities to reduce costs, reduce risk and improve data protection performance.

### Outcomes

Our Quest Subject Matter Experts (“SMEs”) execute a time-tested implementation methodology to assist you in-person through the entire deployment process. With your QoreStor solution quickly and efficiently implemented into production, your IT team can immediately start leveraging the latest in software defined secondary storage technology to harmonize with your new or existing backup software solution and protect your crucial data while yielding maximum storage efficiency and transfer performance.

### Benefits

- Ensure your QoreStor solution is set up quickly and optimally.
- Receive expert and custom configurations designed for your specific scenario.
- Learn best practices to ensure you are using the solution to its fullest potential.

### Approach and Activities

The QoreStor Remote QuickStart includes the following activities which are typically delivered in between four (4) and five (5) remote sessions:

- **Discovery / Architecture / Design & Documentation:**
  - Review implementation business objectives, confirm the expected scope, project timeline and key personnel.
  - Validate the service prerequisites are fulfilled.
  - Define architecture of a single/multi QoreStor system.
  - Validate backup software/data source (DMA) integration prerequisites.
  - Define security, availability and coverage aspects for the environment.
- **QoreStor Deployment:**
  - Validate the services prerequisites are fulfilled.
  - Assist with:
    - The initial setup and configuration of a single (1) QoreStor instance.
    - The installation of host required prerequisites and package.
    - The installation/setup of QoreStor software.
    - The initial configuration of up to five (5) storage containers.
    - The backup software integration (where applicable).
  - Deployment of 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).
  - Assistance with initial configuration of transfer bandwidth limits.
  - Review QoreStor functionality vs Data Management Agent (DMA) managed replication

- **Knowledge Transfer - as necessary but no more than 4 hours, delivered via a combination of practical knowledge sharing and virtual workshops:**
  - How to use the Dashboard and UI navigation.
  - Understanding QoreStor encryption and how to leverage Storage Groups.
  - How to configure email alerts.
  - How to use CLI for basic administration.
  - How to manage containers and storage groups.
  - Review of cleaner and scheduling.
  - Review Data Management Agent (DMA) requirements.
  - Managing built-in User accounts and using Active Directory.
  - Using system diagnostic tools 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) QoreStor instance.
- All services are delivered remotely.
- All service activities are to be completed within 30 days.
- 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 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 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 the environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the Requirements" section of the QoreStor datasheet (found on <https://www.quest.com/QoreStor/>).
- Provide an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Active Directory, etc.).
- Ensure all networking related setup on the servers are completed prior to engagement.
- Ensure connectivity access (through firewall established between all agents if applicable).
- 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.

## SKU

SKU Part #	Description
QPP-OCA-PP	QoreStor QuickStart - Prepaid