

Rapid Recovery QuickStart - Prepaid

Description

The Rapid Recovery Remote QuickStart is a deployment service designed to assist you with the initial setup and configuration of your Rapid Recovery backup solution. The service focuses on ensuring Rapid Recovery is configured optimally and quickly so you may immediately benefit from a highly efficient data protection solution.

NOTE: All services are delivered **Remotely** and expire twelve (12) months from date of purchase.

The QuickStart package assists with the following stages:

- Discovery / Architecture / Design & Documentation
- Rapid Recovery Deployment
- Knowledge Transfer

Each phase will result in the completion of the Project Deliverables listed below.

Outcomes

Our PSO consultants utilize a designed implementation methodology to remotely assist you through the implementation process. With a Rapid Recovery solution quickly and efficiently implemented into production, your IT teams are left ready to start protection and recovery controls for data and applications across your environments.

The service focuses on performing all the essential out-of-the-box configurations as well as providing key knowledge transfer around routine administration of your backup environment. Other activities include advanced configurations and extended integration.

Benefits

- Ensure your data protection and application recovery solution is set up quickly and properly
- Save valuable time with help from experts to implement your new solution
- 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

- **Discovery / Architecture / Design & Documentation – Deliverable 1**
 - Review implementation business objectives, confirm the expected scope, delivery timeline and key personnel
 - Validate the service prerequisites are fulfilled
 - Define security, availability and coverage aspects for the environment
- **Rapid Recovery Deployment – Deliverable 2**
 - Deploy and configure out-of-the-box settings for one (1) Rapid Recovery Server/Core
 - Properly configured the Rapid Recovery DVM Repository for backup storage
 - Deploy, protect and configure (3) systems with step-by-step walk-through
 - Ensure proper license registration and review License Portal usage

- Setup Email alerts and using email profiles
- Setup retention policy and backup scheduling
- **Knowledge Transfer – Deliverable 3**
 - Discuss day-to-day operational use of Rapid Recovery and its agents provision/configuration with guided walkthroughs on:
 - How to install and deploy Rapid Recovery agents
 - Protecting and configuring a system that has a Rapid Recovery agent installed
 - Protecting a virtual machine "agentlessly"
 - Integration with Hypervisor (VMware or Hyper-V) to perform Agentless backups of your virtual infrastructure
 - Configuring and Scheduling backup jobs
 - Basic Backup Operations Controls (Force Backup, Pause Backup, Resume Backup, Canceling Tasks)
 - Leveraging Virtual Standby for critical server
 - Deployment recommendations
 - How to switch to stand-by
 - Best Practices topics:
 - How to gracefully shutdown Core server
 - Performing/Scheduling Maintenance
 - Performing Basic Backup Restores
 - Basic Troubleshooting
 - Engaging Quest support resources
 - Advanced Core/Agent Settings
 - Dedupe Cache Sizing
 - Transfer Settings
 - Encryption
 - Replication and Archive
 - Advanced Types of Restore
 - Microsoft Exchange Granular Restore
 - Microsoft SQL Restore
 - SharePoint Granular restore
 - Bare Metal Recovery
 - Assistance with upgrading Rapid Recovery Core and Agents to the latest Release

Prerequisites and assumptions

- Scope and duration of services assume just one (1) Rapid Recovery Core/Server
- All service activities are to be completed within 30 days
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Quest

Customer will:

- Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "Requirements" section of the Rapid Recovery datasheet
- (found on <https://www.quest.com/products/rapid-recovery/>)
- Provide remote access to the Rapid Recovery Core/Server via WebEx, and if required, a support tether
- Ensure all networking related setup on the servers are completed prior to engagement
- Ensure connectivity access (through firewall established between all agents if applicable) is configured between the servers and agents

- Ensure an active user account is already established within the desired integration application
- (such as vCenter, Hyper-V, Exchange, Active Directory, etc.)
- Ensure other technical and business resources, as needed, will be able to participate throughout the engagement

Additional notes

For more information, please contact your Account Manager.

SKU

SKU Part #	Description
IRP-APP-PP	Rapid Recovery QuickStart - Prepaid