

# TECHNICAL SERVICES OFFERING ORDER FORM

Number: \_\_\_\_\_

Customer ("Customer")	_____
Customer Address:	_____
Invoices to be Sent To:	_____
Technical Services Offering Name	NETVAULT HEALTH CHECK FOR SMALL ENVIRONMENT (UP TO 1 NV SERVER 10 CLIENTS & 25 JOBS) MAINTENANCE SERVICES
Price	_____
Performance Period	Five consecutive Workdays

This Technical Services Offering Order Form is for Customer to purchase and Quest Software Inc. ("Quest") to provide technical consulting ("Activities") during the Performance Period and for the Price stated above. Quest will provide the Activities in three or four three-hour sessions (each, a "Session").

The planned Activities are stated in Exhibit 1 and will be provided remotely and in English. Customer will allow the use of a screen-sharing program such as WebEx to allow Quest to view, but not access, the implementation of the Software in Customer's environment. Prior to the start of the planned Activities, Customer must (a) have the then-current version(s) of the applicable Software installed and (b) back up all data and software that will could be affected during the performance of the Activities.

The Performance Period shall begin on a date agreed to in writing (via email) by Quest and Customer. Customer shall schedule each Session at least one day in advance. If Customer is not available for a scheduled Session, Quest may reschedule at its convenience.

Although Quest is not obligated to provide any Activities or Sessions after the last day of the Performance Period, it may in its reasonable discretion, agree to do so. A "Workday" is a weekday (Monday through Friday) that is not a holiday.

This Technical Services Order Form is governed by the terms and conditions stated above and at <http://software.Quest.com/legal/service-agreements.aspx> as of the date this Technical Services Order Form is executed by Customer (the "Quest Services Terms"). This Technical Services Order Form is an "SO" under the Quest Services Terms, which are hereby incorporated herein.

Agreed: **Quest Software Inc.**

**[COMPANYNAME]**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# Exhibit 1

## NetVault Health Check & Knowledge Transfer

---

Quest will remotely assess the general condition of the NetVault installation and configuration, make recommendations as required, and provide appropriate knowledge transfer to the Customer regarding the analysis findings. This service offering is appropriate for small sized databases. This is defined as environments with 1 NetVault Server, up to 10 clients (file systems) and up to 25 jobs.

### ACTIVITIES

A Quest representative will contact the customer to schedule this service, allowing for at least a two business day lead time prior to the start of the service, based upon a mutually agreed to resource availability (note that project coordination and planning will start immediately upon completion of order processing). This service will be provided remotely, during normal Quest business hours Monday through Friday (8:00am to 6:00pm) customer local time. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the Quest project manager.

The Planned Activities consist of

- Project Management Planning
- Technical Preparation & Data Capture
- NetVault Health Check Consulting Analysis
- NetVault documented and remotely delivered detailed review analysis findings & optimal recommendations

### Project Management

Quest will assign a Project Manager to the project. The Project Manager will be involved in the Project Initiation, Resource Scheduling and Project Wrap Up.

The Project Manager is responsible for:

- Sending out a project initiation welcome pack which documents details of remote access details & requirements, Quest and Customer resource contacts plus the Health Check deliverables and order of sequence.
- Coordination of the remote service dates with the customer assigned main point of contact.
- Answering questions resulting from the Customer's review of the materials in the welcome pack.
- The Assignment of Consulting Resources.
- The Assignment of Consulting Resources.
- The Management of the Project Issues List; Escalation Management Process with Support and Product Engineering as needed.
- The Management of Project Documentation, communications, and frequency of status reports will be assessed during kick-off session.
- Managing and maintaining additional needs and amendments to the existing TOF.

### Planning

Quest will host a planning session with the customer to verify environment readiness to complete delivery of a remote Health Check assessment

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Sending out a project initiation welcome packet consisting of Remote access details, Quest Contacts, Schedule plan details, Health Check project deliverables and timelines and other pertinent information.
- Manage completion of the customer NetVault Health Check environment questionnaire

- Manage execution of NetVault environment data capture automation

### NetVault Health Check

The objective of this activity is to assess the current implementation of NetVault to determine the following:

- Review pre requisites and current technical needs
- Review current installation to make sure the Pre-installation requirements are met.
- Server Hardware
  - NetVault server Hardware & Operating System
  - Network\Storage
- Software Configuration
  - Software versions
  - NetVault server settings
  - 3<sup>rd</sup> Party Software
  - Dedupe Sizing when DR is being used (Advanced)
  - Retention Policy
  - Licensing
- Target Devices
  - Storage Utilization
  - Projected Growth Rate
  - Estimated time until storage is full
  - Warnings or error messages
- Client/Plugin Review
- Jobs Review
  - Business Requirements
  - Job Performance
  - Nightly jobs
  - Are there Failing jobs
- Review the pre-installation requirements needed before the installation of any future servers or clients.
- Reporting

### Knowledge Transfer

- Quest will provide and review a report on their findings and recommendations. Customer may implement any recommendation on their own or request additional Professional Services assistance from Quest.
- Review features and functions related to the customer's NetVault environment
- Best practices related to administrative and system maintenance. Daily and monthly administrative checks.
- Assist the customer with an efficient NetVault backup and restore solution.
  - Backups
  - Restores
  - Common issues \ Best Practices

### **PREREQUISITES AND ASSUMPTIONS**

- Availability. The Customer agrees to be available during the scheduled Service time frame. If the Customer cannot be available for the scheduled time frame, the service will be rescheduled at an available time of Quest's choosing (In coordination with the Customer).
- The Customer's NetVault Administrator with system administration responsibilities will be available and provide appropriate remote access privileges required for Quest during the performance of this Service.
- NetVault must be running
- Customer's network administrator resource participation during engagement
- Provide other technical and business resources as needed to participate in the engagement

- Provide the Quest Support Specialist remote access to the Prod and test environment
- Customer's environment will meet or exceed the hardware and operating environment software minimum requirement outlined in the NetVault Compatibility Guide, found at <https://support.quest.com/download/downloads?id=6063328>