

# TECHNICAL SERVICES OFFERING ORDER FORM

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

Customer ("Customer")	_____
Customer Address:	_____
Invoices to be Sent To:	_____
Technical Services Offering Name	QUEST RAPID RECOVERY AND HEALTH CHECK –MEDIUM ENVIRONMENT
Price	\$2,580
Performance Period	5 consecutive days
SKU	HDC-APP-PSADC-APP-PS

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://www.QuestSoftware.com/legal/service-offering-descriptions.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

## Quest Rapid Recovery and Health Check – Medium Environment

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Quest will remotely assess the general condition of the AppAssure or Rapid Recovery 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 medium environments. This is defined as environments with up to 4 Cores.

### 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 assigned Technical resource

The Planned Activities consist of

- Project initiation
- Technical Preparation & Data Capture
- AppAssure/Rapid Recovery Health Check Consulting Analysis
- AppAssure/Rapid Recovery documented and remotely delivered detailed review analysis findings & optimal recommendations

### Project Management – Service Delivery Initiation

Quest will assign a Technical Product Specialist (TPS) to the project.

#### 1. Service Delivery Initiation – Project requirements

- Sending out a Health Check offer information which includes remote access details and requirements, resource contacts plus the Health Check deliverables and order of sequence
- Coordination of the remote service dates with your main point of contact

### 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 AppAssure/Rapid Recovery environment questionnaire
- Manage execution of AppAssure/Rapid Recovery environment data capture automation

### Rapid Recovery Health Check

1. Expert review of customer environment questionnaire
2. Expert review of automated environment data capture from each Core
3. Core – Hardware
  - a. Core hardware & operating system
  - b. Repository storage
  - c. Repository usage
4. Core – Software Config
  - a. Software version
  - b. 3<sup>rd</sup> party software
  - c. Dedupe sizing

- d. Retention policy
- e. Nightly jobs
- f. Licensing
- g. Replication
- h. Virtual standby
- i. Archiving
- 5. Core – Job Review
  - a. Job Performance
  - b. Job Review
- 6. Agent Review
  - a. Agent review

#### Rapid Recovery Knowledge Transfer

- Quest will provide an easy to consume, detailed report outlining Quest experts' findings and recommendations across the environment.
- Review features and functions related to the customer's AppAssure/Rapid Recovery environment
- Best practices related to administrative and system maintenance. Daily and monthly administrative checks.
- Assist the customer with an efficient AppAssure/Rapid Recovery backup and restore solution.
  - Backups
  - Restores
  - Common issues \ Best Practices
- Customer may implement any recommendations on their own or request additional Professional Services assistance from Quest

#### **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 assigned AppAssure/Rapid Recovery Administrator with system administration responsibilities will be available to Quest during the performance of this Service.
- AppAssure/Rapid Recovery must be running
- Customer's Technical Resource participation during engagement
- Provide other technical and business resources as needed to participate in the engagement
- Customer's environment will meet or exceed the hardware and operating environment software minimum requirement outlined in the Rapid Recovery Requirements Guide found on <https://support.quest.com/>
- Customer must maintain the confidentiality of the order number provided by Quest in connection with these services. Quest is not responsible for unauthorized use of a customer's contract or order number
- Quest is not responsible for any hardware or software failures that may occur during this service. Customer is responsible for maintaining the appropriate service contract with Quest or other provider for such break/fix assistance
- Configuration/Software/Data Backup. It is the customer's responsibility to complete a backup of all existing data, software, and programs on Supported Products prior to Quest performing any services.