

Services Offering Description

ABA-APP-PP

Rapid Recovery Remote Quickstart Essentials

The Rapid Recovery Remote Quickstart Essentials Services Offering consists of all the Deliverables below:

Planned Activities

Activity	Deliverables
Discovery / Architecture / Design & Documentation	<ul style="list-style-type: none"> • Review implementation business objectives, confirm the expected scope, project timeline and key personnel • Validate the service prerequisites are fulfilled • Define a proposed architecture of the Rapid Recovery implementation for the environment • Define security, availability and coverage aspects for the environment
Rapid Recovery Deployment	<ul style="list-style-type: none"> • Deploy and configure out-of-the-box settings for one (1) Rapid Recovery Server/Core • Properly configured the Rapid Recovery Repository for backup storage • Deploy, protect and configure (3) systems with step-by-step walkthrough and detailed explanations • License <ul style="list-style-type: none"> ○ Registration Assistance ○ License Portal Management • Setup Email alerts • Setup Retention policy for backups
Knowledge Transfer	<ul style="list-style-type: none"> • Discuss day to day operational use of Rapid Recovery and its agents provision/configuration with guided walkthroughs on: <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ▪ Integration with Hypervisor (VMware or Hyper-V) to perform Agentless backups of your virtual infrastructure ○ Configuring and Scheduling backup jobs <ul style="list-style-type: none"> ▪ Basic Backup Operations Controls (Force Backup, Pause Backup, Resume Backup, Cancelling Tasks) ○ Perform a knowledge transfer of best-practices on: <ul style="list-style-type: none"> ▪ How to gracefully shutdown Core server ▪ Performing/Scheduling Maintenance ▪ Scheduling Backup Jobs ▪ Performing Basic Backup Restores ▪ Basic Troubleshooting ▪ Engaging Quest support resources

Prerequisites and Assumptions

- The Deliverables assume only one (1) Rapid Recovery Core/Server
- No Services shall take place during local, state and/or federal holidays unless other arrangements have been coordinated through the Project Manager.
- All travel and living expenses [are included/will be billed in accordance with the agreement that governs this Services Offering]. Project management is always provided remotely.
- 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 www.quest.com/products/rapid-recovery/)

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- 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, ChargeBack, etc.)
- Ensure other technical and business resources, as needed, will be able to participate throughout the engagement