

# Services Offering Description

## IRP-APP-PP

### Rapid Recovery Remote Quickstart Premium

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

#### Planned Activities

Activity	Deliverables
<b>Discovery / Architecture / Design &amp; Documentation</b>	<ul style="list-style-type: none"><li>• Assist with the definition of:<ul style="list-style-type: none"><li>○ A proposed architecture of the Rapid Recovery implementation for the environment</li><li>○ Security, availability and coverage aspects for the environment</li></ul></li><li>• Assistance with the production of a Rapid Recovery "Deployment Overview" document to use as the implementation blueprint and standard for evaluation of the ongoing implementation</li></ul>
<b>Rapid Recovery Deployment</b>	<ul style="list-style-type: none"><li>• Initial setup configuration of one (1) Rapid Recovery Server/Core for the following general settings:<ul style="list-style-type: none"><li>○ Core Registration</li><li>○ Custom Baseline Core Settings</li><li>○ Repository Provisioning</li><li>○ Alert Profile and Notification Setup</li></ul></li><li>• Additional deployment and configuration of out-of-the-box settings for multiple cores (Up to 3 Rapid Recovery Servers/Cores)</li><li>• Assistance with the deployment and configuration of any combination of three (3) Rapid Recovery agents or agentless backups for the following general settings:<ul style="list-style-type: none"><li>○ Custom Protection Schedule</li><li>○ Customer Retention Policy</li><li>○ 1 Virtual Standby</li></ul></li><li>• Assistance with upgrading Rapid Recovery Core and Agents to the latest Release</li></ul>
<b>Knowledge Transfer</b>	<ul style="list-style-type: none"><li>• Review current operational practices on the administration of the Customer's Rapid Recovery Core (up to 2 hours) to include:<ul style="list-style-type: none"><li>○ Agent provision/configuration on:<ul style="list-style-type: none"><li>▪ Agent installation on a test machine</li><li>▪ Protecting a machine that has an agent installed</li><li>▪ Protecting a machine agentlessly</li><li>▪ Scheduling and Volume Selection</li><li>▪ Basic Controls (Force, Pause, Resume, Cancelling Tasks)</li><li>▪ Events and Notifications, Monitoring Jobs, and Reporting</li></ul></li><li>○ Updating the Rapid Recovery Core/Server</li><li>○ Initiating shutdowns of the Rapid Recovery Core/Server</li><li>○ Performing/scheduling maintenance</li><li>○ Performing restores</li><li>○ Performing basic troubleshooting</li><li>○ Engaging Quest support resources</li></ul></li><li>• Advanced Core/Agent Settings<ul style="list-style-type: none"><li>○ Dedupe Cache Sizing</li></ul></li></ul>

## Services Offering Description

### IRP-APP-PP

Activity	Deliverables
	<ul style="list-style-type: none"><li>○ Transfer Settings</li><li>○ Encryption</li><li>● Replication and Archive</li><li>● Advanced Types of Restore<ul style="list-style-type: none"><li>○ Microsoft Exchange Granular Restore</li><li>○ Microsoft SQL Restore</li><li>○ SharePoint Granular restore</li><li>○ Virtual Standby</li><li>○ Bare Metal Recovery</li></ul></li><li>● Produce a Rapid Recovery Deployment Overview document to use as the implementation blueprint and standard for evaluation of the ongoing implementation</li></ul>

### 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/](http://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, ChargeBack, etc.)
  - Ensure other technical and business resources, as needed, will be able to participate throughout the engagement