

Services Offering Description

FDQ-APP-PP

Rapid Recovery Onsite Quickstart

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

Planned Activities

Activity	Deliverables
Discovery / Architecture / Design & Documentation	<ul style="list-style-type: none">• Discovery / Architecture / Design & Documentation<ul style="list-style-type: none">• Kick off call with Customer and Quest Project management to review implementation business objectives, confirm the expected scope, project timeline and key personnel• Validate the service prerequisites are fulfilled• Review environment readiness for the onsite engagement• Identify any potential roadblocks that might impact the implementation services• 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 systems with step-by-step walkthrough and detailed explanations<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○ Integration with Hypervisor (VMware or Hyper-V) to perform Agentless backups of your virtual infrastructure○ Configuring and Scheduling backup jobs• License<ul style="list-style-type: none">○ Registration Assistance○ License Portal Management• Setup Email alerts• Setup Retention policy
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">○ Perform a knowledge transfer of best-practices on:○ How to gracefully shutdown Core server○ Performing/Scheduling Maintenance○ Scheduling Backup Jobs○ Basic Backup Operations Controls (Force Backup, Pause Backup, Resume Backup, Cancelling Tasks)○ Performing Basic Backup Restores○ Performing Advanced Types of Restores

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	<ul style="list-style-type: none"> ▪ Microsoft Exchange Granular Restore ▪ Microsoft SQL Restore ▪ SharePoint Granular restore ▪ Virtual Standby ▪ Bare Metal Recovery ○ Advanced Core Settings <ul style="list-style-type: none"> ▪ Dedupe Cache Sizing ▪ Transfer Settings ▪ Encryption ○ Replication and Archive <ul style="list-style-type: none"> ▪ Local ▪ Offsite ▪ Cloud ○ Quest Data Protection Portal Integration <ul style="list-style-type: none"> ▪ Cloud-Based Management Console for your Rapid Recovery ○ Assistance with upgrading Rapid Recovery Core and Agents to the latest Release ○ Produce a Rapid Recovery Deployment Overview document to use as the implementation blueprint and standard for evaluation of the ongoing implementation

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/)
 - 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