

Services Offering Description
AME-AFM-PP

Archive Manager Prepaid Remote Expert Assist – 5 Day

This document states the planned activities, technical requirements, and other terms for the Services Offering stated above.

PLANNED ACTIVITIES

As time permits during the number of Days stated above (each “Day” is eight hours) Quest plans to perform some or all of the following services (“Activities”) in connection with the Software product stated above (the “Software”):

SERVICES EFFORT

| | Number of Forests | Number of Domains/Exchange Servers | Number of Hosted Users | Size of Mailbox Store | Message Policies | Retention Policies |
|--|-------------------|------------------------------------|------------------------|-----------------------|------------------|--------------------|
| Archive Manager Prepaid Remote Expert Assist 5 Day | 1 | Up to 5 | Up to 4999 | Up to 5 TB | Up to 5 | Up to 5 |

PROJECT INITIATION MEETING & DOCUMENTATION

The project initiation meeting is conducted first and is intended to introduce Customer’s and Quest key project members and to review the project objectives, scope, requirements, and timelines.

The project initiation meeting includes things such as:

- Verify environment readiness
- Establish the base deployment architecture

PLANNING PHASE

The Planning phase typically includes:

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Review customer’s current email policy, and email statistics from customer’s environment
- Determine an appropriate deployment architecture
- Confirm the necessary storage requirements for the selected architecture
- Verify the software prerequisites are installed within the environment

INSTALLATION PHASE

The Installation phase typically includes:

- Quest and the customer will install Archive Manager in accordance with the deployment architecture defined during the planning session.
- Examine Archive Manager Functionality as it applies to your organization.

IMPLEMENTATION PHASE

The Implementation phase typically includes:

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- Quest assisting the customer with the initial configuration of the journaling and mail store import functionality with the intent of demonstrating the configuration of the features and verifying the implementation.
- Put Export policy in place to pull data from source environment into Archive Manager
- Quest assisting the customer with message policy functionality on designated test accounts with the intent of demonstrating the configuration of its features.
- Quest assisting the customer with the initial configuration of the Archive Manager Tools functionality with the intent of demonstrating the configuration of the features and verifying the implementation.
- Validate the Archive Manager configuration
- Review retention policy roll out and best practices

KNOWLEDGE TRANSFER PHASE

The Knowledge transfer phase typically includes:

- Overview of Archive Manager User Interface
- Overview of Archive Manager Administrator Interface
- Provide guidance and discuss message policy functionality and its features.
- Provide guidance and discuss journaling and mail store import functionality and its features (if applicable).
- Introduce Support resources

OTHER TERMS

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration of your environment is sufficient to support the products to be implemented
- Commit a technical resource on a full time basis to provide us with the assistance required
- Provide project team members with suitable business expertise, technical expertise, and decision making authority to ensure efficient project progress
- Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements (Product Installation / QuickStart Guide) prior to the Remote session
- All activities will be performed remotely utilizing Quest provided web and voice conferencing
- Some activities may be performed during a “pre call” that could be required prior to the beginning of the scheduled engagement

The information above is a general description of software consulting services that Quest may provide during the services engagement. The actual services to be provided will be as stated in the order for such services.