**Services Offering Description**
**AAR-ATA-PP**

# Recovery Manager for Exchange (RME) Prepaid Remote Expert Assist – 2 Days

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 | Data Collections | Reports | Backups |
|---|---|---|---|---|---|
| RME Prepaid Remote Expert Assist 2 Days | 1 | Up to 5 | Up to 10 | Up to 10 | Up to 5 |

PROJECT INITITATION 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
- Determine Base Deployment Architecture for Recovery Manager for Exchange
- Verify environment preparedness
- Review Project Scope and Activities
- Overview of Customer Environment, Requirements, and Goals
- Discuss Critical Success Factors and Constraints

INSTALLATION PHASE

The Installation phase typically includes:

- Installing Recovery Manager Console
- Installing Backup Agent
- Running and Removing Recovery Manager

IMPLEMENTATION PHASE

The Implementation phase typically includes:

- Backup Creation
  - Backup Encryption
  - Considerations for Exchange Backup
  - Backup Agents
- Exchange Recovery
  - Granular Online Restore
  - Comparison Reports
  - Complete Offline Restore
- Computer Collections
- Extract Wizard
- Clone Wizard
- Managing Configuration
  - Default Settings for Recovery Manager
  - Default Properties for Computer Collections
  - Computer Collection Properties
  - Container and Site Properties
  - Sessions Properties
  - Forests Properties / Domains Properties
  - Domain Controllers Properties

## KNOWLEDGE TRANSFER PHASE

The Knowledge transfer phase typically includes:

- Quest will assist the customer with verifying the Recovery Manager for Exchange implementation
- 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.