

Services Offering Description
CMA-MLX-PP

METALOGIX CONTENT MATRIX PREPAID DEPLOYMENT ASSURANCE (5 DAYS) - Remote

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

Offer	Connections	Migration	Use Cases
Content Matrix Deployment Assurance (5 days)	Up to 6	Up to 10 GB	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 and establish the base deployment architecture.

- Finalize logistics including scheduling, remote access requirements and web conferencing needs.
- Determine Base Deployment Architecture for Content Matrix management Server.
- Determine Base Deployment Architecture for Content Matrix Migration Structure.
- Determine Base Deployment Architecture for Content Matrix MEWS connectors and Content Organizer* and agents* (*If required)
- Confirm specific use cases that we would want to collaborate on during the deployment assurance engagement.

INSTALLATION PHASE 1

An Installation phase typically includes:

- Assistance with installing Content Matrix Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session.
- You and our consultants will install a Content Matrix Environment: -
 - Install Management server.
 - Install Database.
 - Install MEWS Connections.
 - Install Content Organizer* (*If required).

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- You and our consultants will install Content Matrix Console in accordance with the deployment architecture defined during the planning session.
- Create and connect required Content Matrix Databases

IMPLEMENTATION PHASE

An Installation phase typically includes:

Assistance with configuring the Content Matrix product and feature sets as per defined Use Case scenario including:

- Components and Services on the Designated Server(s) in accordance with the deployment architecture identified during the planning session.
- Validate the Content Matrix installation.
- Architectural overview and dataflow.
- Determine sources and destinations to be connected and ensure they are accessible.
- Create and verify the connections (Maximum of 6 connections will be added in initial installation).

KNOWLEDGE TRANSFER

A Knowledge Transfer phase typically includes:

- Demonstrate creation of connections.
- Demonstrate creation of jobs.
- Demonstrate configuration of a job.
- Monitoring jobs.
- Analyzing and troubleshooting completed jobs

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
- You 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.