Foglight to Remedy Integration Services Pack

Description

The Foglight to Remedy Integration Services Pack consists of certain files and program objects for use with the Foglight to Remedy Integration software (the "Toolkit"), 4 hours of consulting services delivered remotely on how to deploy, configure, and utilize the Toolkit ("Planned Activities"), and remote support services for the Toolkit for one year ("Support").

The Toolkit
The Toolkit provided as part of this Services Pack consists of the following:
1. One (1) pre-configured dashboard for building data export and alarm export definitions
2. Runtime engine for running deployed data exports and alarm exports
3. Java/Groovy-based API for handling and manipulating extracted data and alarms
4. An adapter for sending extracted alarms to Remedy using SOAP web services
5. An adapter for receiving alarms control commands (clear, acknowledge, annotate) from Remedy over SOAP and forwarding them to Foglight over a reliable communications channel
6. Utility programs for managing the integration

Along with the Toolkit, Quest will provide a Toolkit user and reference guide which will include the functional specification for the Toolkit as well as installation and configuration instructions.

Approach and Activities

The following services and activities will be delivered remotely and are expected to include consulting on how to deploy, configure and utilize the Toolkit. The Toolkit will be deployed on one (1) Foglight Management Server.

Support

Support for the Toolkit shall be provided for one (1) year following its delivery and consists of the following:

- A response within 48 hours to Customer emails describing errors in the operation or use of the Toolkit
- Commercially reasonable efforts to correct such errors within a time reasonable under the circumstances.
- Periodic updates and revisions to the Toolkit to maintain compatibility of the Toolkit with the Quest software product with which the Toolkit is to be used (the "Associated Software")

To report an error, Customer must send an e-mail to psoinquiry@software.Quest.com including:
- Company Name

- Contact Name
- Contact Office Number and e-mail address
- Name of the Toolkit
- Description of the Problem
- The error log, if available

Prerequisites and Assumptions

- The Toolkit is not a Quest software product and shall not be subject to or governed by any software license agreements in force between Customer and Quest.
- Customer may not add new components to the implementation of the Associated Product nor install patches or updates to the Associated Product prior to consulting with Quest on potential impact of such components, patches, or updates on the Toolkit. There will be no charge for such consultation.
- The fees for this Services Pack will be billed following the date of the full execution of the ordering document with which this Services Pack is associated. Any hours of Activities not used within the twelve months following such date will expire without right of refund.