"Right Start" RIS Advanced of a Quest AppAssure Environment (Remote)

Description

The "Right Start" RIS Advanced of a Quest AppAssure Environment Services Offering consists of five hours of consulting hours and 20 minutes of project management coordination during which Quest will provide the remote installation of a Quest AppAssure Environment including the configuration, testing and knowledge transfer of the AppAssure backup software (the "Activities").

Activities

The remote planned activities include:

Services Effort – Product Components:

Solution Components Installed w. Quantities:

- AA Server/Core: 2
- Clients/Agents: 6
- Max Protected Systems : 6

Planning & Preparation:

1) Contact Customer to Schedule Service
2) Send Customer Project Readiness Workbook: PRW to include services roadmap / Ensure Customer has Clear Understanding of Scope of Work
3) Review Customer Filled Out PRW
4) Services Model: Remote/Virtual (WebEx or Similar)

Installation:

1) Validate Agents have been Installed Correctly by Customer as Part of the Project Readiness Process. Max number of Agents to Verify: 6
2) Max Number of AA Servers (Cores) to be Installed: (System Pre-req as Outlined in PRW must be in Place): 2
3) Work through AppAssure Console to Complete Installation:
    - Resolve Agent Startup & Connectivity Issues - if any
    - Verify If License was Installed Automatically
    - Verify if License key is Trial or Production
4) Assist with License Conversion from Trial to Production (If Applicable) – licensing@software.Quest.com

5) License Portal Walkthrough (only if Customer has not Registered or Downloaded the Software Prior to Installation)
6) Notes:
   - Server Reboot is Required after Agent Installation - before continuing
   - Customer must install full license copy of SQL Server if one of the to be protected systems by AA is SQL Server (only needed if customer wants to use the SQL Server Attachability Checks feature in AA)
   - Customer must install Outlook client on Machine that is to be used for message level recovery of Exchange Mailboxes (Only needed if one of the to be protected system is MS Exchange)

Configuration:
1) # of Protected Systems to be Configured (Customer must Identify the Systems in PRW prior to RIS Start): 6
2) Create Base Image
3) Configure Backup Frequency / Interval
4) Walk thru the AA Core Console
5) Walk thru How to Recover a Single File or Folder
6) Discuss / Configure Email Notifications
7) Customer installs local SQL instance and provides person with proper credentials, we configure attachability checks (See B6.2 under installation)
8) Discuss Retention Policies (assist customer with configuration if they know what they want and are ready)
9) Educate Customer on Steps needed to Perform a BMR (No actual BMR Walkthrough is Performed due to Significant Time Needed)
10) Educate Customer on Steps Needed to Archive Backups (if customer wants to keep copies past retention policy or put data in other locations)
11) Educate Customer on Steps & Requirements Needed to Export to a VM
12) Educate Customer on Central Management Console / Install Management Utility (Central Console) if there are 2 or more cores or MSP and desired by Customer
13) Walk-Through the Bulk Deployment Tool for Agents
14) Configure Replication Between AA Core & Separate Replication Target

Testing:
1) Verify Completion Base Image
2) Verify Incremental Backup Settings / Adjust as Needed Based on Customer Backup Requirements; Verify Snapshots Complete Based on Schedule
3) Test Recovery of a Single File
4) Verify Automatic SQL Server Attachibility checks are working correctly
5) Test Replication
6) Create Virtual Standby from a Recovery Point
7) Test Mail Message Recovery (Exchange Only)
8) Show Live Recovery of MS SQL SERVER Sample DB

Knowledge Transfer:
1) Core / UI Console Walkthrough
2) Day-to-day Backup and Recovery Management Tasks
3) Discuss Application Specific Backup / Recovery Features and Functionality (MS Exchange and SQL Server)
4) Walkthrough Local mount utility

Training:
1) Provide 1 Hour Dedicated Admin Training
   - Core Console
   - Intervals (Backup Frequency Schedules)
   - Retention/Archiving
   - Notifications

Post Implementation:
1) Provide Customer PDS - Project Delivery Summary - in PDF Format
2) Introduce Customer to the DSG Tech Support Site
3) Instruct Customer how to Obtain AppAssure Tech Support & Open a Case
4) Point Customer to System Documentation / Guides
5) Point Customer to free Webinars
6) Point Customer to How to Documents
7) Instruct Customer how to Obtain After Hour Support (for Extended Support Contracts Only)

Additional Notes
- Customer Satisfaction Follow Up – CSAT
- Max Number Sessions with Engineer: 4
- Standard Services Hours (SSH): 8 AM - 6 PM, Local Customer Time
- Services Outside SSH incl. Local / State / Country Holidays: 2X Price
- Services Expiration: 1 year
- Services Lead Time: 10 Business days
- A Quest representative will contact the Customer to schedule this Service, allowing for at least a five (5) business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This Service will be provided during normal Quest business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix A. Any services beyond normal Quest business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Quest project manager.

Prerequisites and Assumptions
Customer's Responsibilities:
- Provide Access to Systems to be Protected
- Enter Domain Admin ID / PWD as needed

- Reboot Protected Systems After Agent Install
- Ensure min System Requirements are met for Core / Agents
- Installation of MS SQL Server on Core (if applicable - SQL Server Only)
- Installation of MS Outlook (if applicable - for Granularity of Individual Email Restores)

Service specific customer responsibilities:
- Access to all servers being protected
- Domain Administrator account and password
- Ability to reboot protected servers
- Server accessible to host Replay Core
- Ensure the desired configuration meets the vendor's minimum system requirements for hardware and software configuration (such as Service pack/kernel and BIOS).
- Ensure that the technical and environmental requirements (such as correct power) are completed prior to this Service delivery.
- Dispose of the packing material and other debris.
- Ensure that a supported Operating System with the current service pack and BIOS is installed and operational on a management server.
- Ensure any existing network configuration that could be affected is backed up.
- Make at least one technical contact, with system administration responsibilities, available and provide appropriate facility/site/system/information access privileges as a resource to Quest during the performance of this Service.

Appendix A
Exceptions to Quest business hours

Country	Quest business hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Gran Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM