

Archive Manager Remote Expert Assist Basic

Description

The Archive Manager Remote Expert Assist Basic Services Offering consists of one (1) prepaid eight-hour Day during which Quest will provide remote services to assist Customer with the installation, configuration, and knowledge of maintenance of the Archive Manager Software (the "Activities").

This offering helps you remotely deliver a base installation to support your configuration and manage the following environment:

- Less than 999 hosted mailboxes, and a mailbox store of less than 250GB in total size

Installation of the Archive Manager Services on a Server hosting Exchange or Groupwise, Providing the role of Domain Controller, and/or on a SBS Server is not supported and will not be performed by Professional Services.

This remote service offering includes the following:

- Installation guidance and assistance of the Archive Manager Software
- Configuration of the Archive Manager Components and Services
- Knowledge Transfer on the Archive Manager product and configured Components and Services in the customer's deployment environment

Activities

A Quest Professional Services consultant will work with the necessary customer stakeholders and subject matter experts on the following activities. The actual activities performed will vary based on the complexity of the customer's environment and technical needs outlined during the Planning Session and are contingent upon the time available.

Planning

Quest will host a planning session with the customer to verify environment readiness and establish the base deployment architecture.

- 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

Quest will provide assistance to the customer to install Archive Manager Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session.

- 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.

Configuration

Quest will provide assistance to the customer with configuring the Archive Manager Components and Services on the Designated Server(s) in accordance with the deployment architecture identified during the planning session.

- Quest may also assist 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 may assist the customer with message policy functionality on designated test accounts with the intent of demonstrating the configuration of its features.
- Quest may also assist 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
- Introduce Support resources

Knowledge Transfer

Quest will provide guidance to the customer by performing a knowledge transfer and product overview of the Archive Manager Components and Services implemented into the Customer's Environment during the course of the engagement.

- 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

This Engagement will not include

- Implementing the offline client installation
- Enable Strip and/or Deletion policies
- Completing configuration of the journaling functionality
- Finalizing the implementation of the mail store import
- Configuring mail store & mailbox management
- Enabling PST & archive management
- SSL configuration and implementation

- Implementing line-of-business integration

Services Effort

	Number of Forests	Number of Domains/ Exchange Servers	Number of Hosted Users	Size of Mailbox Store	Message Policies	Retention Policies
Archive Manager Basic (1 Day)	1	1	Up to 999	Up to 250GB	Up to 1	None

Prerequisites and Assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following responsibilities

- Ensure that the existing infrastructure and hardware configuration of their environment is sufficient to support the products to be implemented.
- Commit a technical resource on a full time basis to provide Quest 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.
- Quest Product Support will NOT address the excluded items (as described above), as those services may only be addressed by Professional Services.
- Some activities may be performed during a "pre call" that could be required prior to the beginning of the scheduled engagement.