Recovery Manager for Exchange Remote Expert Assist Advanced

Description

The Recovery Manager for Exchange (RME) Remote Expert Assist Advanced Services Offering consists of two (2) prepaid eight-hour Days during which Quest will provide remote services to assist the Customer with the installation, configuration, and knowledge of maintenance of the Recovery Manager for Exchange Software (the "Activities").

This remote service offering includes the following:

- Installation guidance and assistance of the Recovery Manager Software
- Configuration of the Recover Manager Components and Services
- Knowledge Transfer on the Recovery 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
- 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

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

- Installing Recovery Manager Console
- Installing Backup Agent

- Running and Removing Recovery Manager

Configuration

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

- 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

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

- Quest will provide assistance to the customer with verifying the Recovery Manager for Exchange implementation
- Introduce Support resources

Services Effort

	Number of Forests	Number of Domains	Data Collection	Reports	Backups
Recover Manager Exchange Advance (2 Days)	1	Up to 5	Up to 10	Up to 10	Up to 5

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 is sufficient to support the environment.
- 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 prior to the Remote session.
- All activities will be performed remotely utilizing the phone and web 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 may be made prior to the beginning of the scheduled engagement.