DR Series Backup & Deduplication Appliance Remote Implementation Service Essentials

Description

The DR Series Backup & Deduplication Appliance Remote Implementation Service (RIS) Essentials consists of three and a half hours of consulting and 30 min of project management services in connection with remote installation, configuration and knowledge transfer of one (1) DR Series Backup & Deduplication appliance. The Activities will be limited to those stated in the activities section below and, except for the preparation activities, will be provided in a single session.

Outcomes

The DR Series Backup and Deduplication Appliance Remote Implementation Service helps get your appliance up and running quickly and properly in order to quickly backup your data with deduplication. Whether your team lacks the technical expertise or may not have time to deploy and configure your solution, our subject matter experts help you through this process using our tested implementation methodology. Our team helps you quickly drive your new solution into production to enhance your data protection in order to maximize your return on investment.

Benefits:
- Ensure your DR solution is set up quickly and properly
- Overcome internal resource constraints
- Save valuable time with help from experts to implement your new solution
- Learn best practices to ensure you are using the solution to its fullest potential

Approach and activities

1. Preparation
   - Services Scheduling
   - Determine delivery mode (WebEx, GoToMeeting, etc.)
   - Deliver project initiation package including:
     o Project Readiness Checklist
     o Hardware and software requirements
     o Quest contact information
     o Services Offering Description – this document
   - Planning call with customer project team – review site environmental & and technical readiness requirements
2. Site readiness review and implementation planning
   - Review and obtain the site technical requirements
     o Validate rack type, rail type and space requirements
     o Validate power requirements
     o Validate network requirements
   - Verify existing environment meets minimum HW & SW requirements for the solution
   - Create valid design / implementation plan based on customer environment
     o Plan any required software and / or firmware upgrades
     o Define and document network settings (IP addresses, hostnames, DNS, SNMP etc.)
     o Define storage configuration (containers – up to six (6))
       ▪ CIFS / RDA / OST etc.

3. Install and configure DR Series appliance software
    - Configure Storage System
        - Initialize storage system
        - Upgrade firmware
        - Upgrade software
        - Install licenses
        - Configure up to six (6) storage containers
        - Configure network settings such as IP addresses, gateway, hostname, SNMP, DNS as applicable
        - Configure system settings as applicable
        - Configure and test email notifications
        - Integrate into directory services
4. System testing and validation
    - Capture equipment status and configuration report
    - Create support ticket to provide support with configuration details
    - Verify if configuration aligns with design
5. Project documentation with product orientation
    - Orientation about the product deployed and configured
        - Common management tasks
        - Container configuration
        - Cleaner scheduler
        - Best practices
    - Reference materials
    - As deployed documentation

Scope

The Activities are limited to working with one (1) DR Series Backup and Deduplication appliance – exclusive of MD Series Direct Attached Storage. For purpose of clarity, the following are expressly excluded from the planned activities:

- Onsite hardware readiness activities
    - Unpack and inspect hardware
    - Rack, mount, and/or position product and components
    - Install and route power cables
    - Install and route data cables
    - Labeling of cables and equipment
    - Power on equipment
    - Check for error lights, obvious issues
    - Dispose of packaging materials
- Installation and configuration of any backup software
- Scripting of any kind
- Performance testing or benchmarking
- Performance tuning and system optimization or benchmarking activities
- Procurement of any network cabling
- Configuration of any switches
- Formal customer training
- Custom documentation

Prerequisites and assumptions

- Customer shall ensure:
    - The Software is covered by Maintenance Services and is on a supported version of the software
    - Minimum network, hardware and system requirements are met
    - Quest has the right to use the Software for the purposes of the Activities
- Customer shall:
    - Make the proper, qualified personnel available during the Planning & Activities sessions
    - Have valid licenses for software used in connection with the Software and a valid hardware support contract for the hardware on which the Software is installed.

Additional notes

- The Activities will be performed during 8:00 AM and 5:00 PM, local Customer time, Monday through Friday, excluding holidays
- The Activities session will be scheduled approximately ten days after we receive the completed project readiness checklist, project preparation will start within one (1) business day of receiving the order

SKU
RIS-OCA-PP