

# Metalogix Archive Manager for Exchange – Prepaid Remote Deployment Assurance

## Description

The Archive Manager Deployment Assurance Services Offering assists you with the installation, configuration, and implementation of the Archive Manager software within your environment.

This deployment assurance service offering includes the following: -

- Installation guidance and assistance with the Archive Manager software.
- Configuration of the Archive Manager product.
- Knowledge Transfer on the Archive Manager product features and the configuration options.
- Guidance and best practices for using Archive Manager product.

## Outcomes

The Archive Manager for Exchange Deployment Assurance offer is designed to build your skillset and expertise to maximize the software solution for your environment and business needs. Whether your team does not have the time and resources to deploy and configure your solution; or if it lacks the technical expertise; our subject matter experts help you through this process using our proven implementation methodology.

Our team helps you to quickly realize the advantages of the product, ensuring your team are aware of the ways to utilize the product features. The goal is for your team to realize the ease of use and avoid the common pitfalls (where applicable), when working with Archive Manager, including – but not limited to – how to set up dashboards, how to add server groups, what data can be collected, what can be monitored, configuring alerts, available reports, etc. All this allows you to maximize your return on the investment, while paving the way for increased productivity.

The Archive Manager Deployment Assurance offer is available as a 3 and a 5 day engagement to fit your specific requirements as follows -

- A 3-day engagement to go into depth with specific software use cases and look at challenges you may face in your own environment. **(251 – 4000MBX)** This includes: -
  - One-day training course on the best practices and use of Metalogix Archive Manager
  - Analyze the customer environment to devise an implementation plan
  - Assist in installation of Archive Manager
  - Guide the configuration of Archive Manager
  - Provide deep training on Archive Manager functionality
- A 5-day engagement to go into depth with specific software use cases and look at challenges you may face in your own environment. **(4001-10.000MBX)** This includes: -

## Service Description

- One-day training course on the best practices and use of Metalogix Archive Manager
  - Analyze the customer environment to devise an implementation plan
  - Assist in installation of Archive Manager
  - Guide the configuration of Archive Manager
  - Provide deep training on Archive Manager functionality
- For customers with more than 10,000 mailboxes, an addition of the existing SKUs takes place. The decision belongs to the PSO team.
  - The one-day service package can be also booked at any time for existing customers to offer services (like training, bigger configuration changes, migration, etc.)

## Benefits: -

- Ensure your Archive Manager 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

Our services consultants will work with your stakeholders and subject matter experts on the following activities: -

**Planning** – Quest will host a planning session with you to verify and validate environment readiness

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Pin-point specific use cases that we would want to collaborate on during the deployment assurance engagement.

**Installation** – We will provide assistance with the installation of the Archive Manager components

- You and our consultants will install set up Archive Manager: -
  - Install the Archive Manager product you have purchased
  - Verify that all features are available and test basic functionality

**Configuration** – We will provide assistance to you with configuring Archive Manager

- Adjust the configuration settings to fit your specific environment, requirements and needs.

**Knowledge Transfer** – We will provide knowledge transfer and product overview of Archive Manager Software:

- Common uses and key features of Archive Manager
- General administration tasks specific to the product itself.
- Overview of the user interface.

## Service Description

- Walk-through of the Archive Manager functionality
- Best practices

**Use cases** – we will work with your team on client-specific use cases

- Assist with use cases within the context of Archive Manager
- Give guidance about best practice scenarios

## Services Effort

Offer	Exchange Domain Organizations	Hosted Users	Use Cases
Archive Manager Deployment Assurance (3 days)	2	Up to 4,000	Up to 5
Archive Manager Deployment Assurance (5 days)	3	Up to 10,000	Up to 10

### NOTE: -

The above chart is used to determine the appropriate offering needed to provide for the requested services. Any services effort that falls outside of these parameters will be presented as a custom offering and determined case-by-case.

## Prerequisites and assumptions

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration of your environment is sufficient to support the products to be implemented.
- Commit a technical resource on a full-time basis to provide us with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- You will secure and prepare the necessary hardware and prerequisites prior to the Remote session.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Some activities may be performed during a “pre-call” that could be required prior to the beginning of the scheduled engagement.

The information above is a general description of software consulting services that Quest may provide during the services engagement. The actual services to be provided will be as stated in the order for such services.

Service Description

### Additional Notes

For more information please contact your Account Manager

### SKU

AMU-MLX-PP	METALOGIX ARCHIVE MANAGER FOR EMAIL PREPAID DEPLOYMENT ASSURANCE (3 DAYS)
AMT-MLX-PP	METALOGIX ARCHIVE MANAGER FOR EMAIL PREPAID DEPLOYMENT ASSURANCE (5 DAYS)