

DR Appliance “Migration Assist” Service

Description

In today’s modern business world, new business capability needs and ongoing legacy requirements continue to demand more and more out of a customer’s existing infrastructure. Deploying purpose-built Appliances have become a great solution for addressing both competing demands. Over time, though, even the best designed Appliances can be stretched to their limits.

Refreshing Appliances addresses current workload strains, by delivering next generation hardware that provide customers with greater capacity and capabilities than before. However, many customers worry about the risks, challenges, and potential disruption a refresh may pose for their environment.

With the DR Appliance “Migration Assist” Service, customers receive expert assistance from DR Subject Matter Experts (“SMEs”) to quickly and expertly apply industry best-practices to configure, replicate and migrate their existing backup solution onto refreshed hardware. Customers no longer need to worry about a lack of time, resources or experience preventing a quick and successful in-house hardware refresh.

Outcomes

Leveraging our time-tested implementation methodology, product knowledge and subject matter expertise, Quest Professional Services will remotely assist in migrating your current backup solution onto a new production DR Appliance both quickly and efficiently.

Benefits

- Ensure your refreshed backup solution is set up quickly and properly
- Save valuable time with help from experts to implement your new solution
- Receive expert and custom configurations designed for your specific scenario

Approach and activities

The following are all the activities included in the scope of the “Remote Configuration” service offering. They are typically delivered between two (2) to three (3) sessions:

- **Prep existing DR Appliance**
 - Present overview of ‘hardware refresh’ plan
 - If applicable, update DR Appliance OS/Firmware to latest versions
 - Perform system health check analysis
 - > Clean-up container storage
 - > Review file systems
 - > Review hardware
- **Setup new DR Appliance**
 - Configure general settings: Notification relay, Time server, AD, local accounts
 - Configure Logical Storage Unit: Storage groups, containers
 - Configure cleaner schedule
- **Data migration to new DR Appliance**
 - Configure DR replication setup for CIFS/NFS containers
 - If using NetVault, perform “Saveset” migration (for sample job creation only)
 - If using vRanger, perform container replication

Prerequisites and assumptions

- All service activities are to be completed within a two (2) business week period
- Scope and duration of services assume just one DR Appliance refresh
- Customer will provide remote access to the DR Appliance via WebEx, and if required, a support tether
- Customer will make sure all networking related setup on new unit is completed prior to engagement (This includes having iDRAC online)
- Customer will ensure connectivity access (through firewall established between all nodes if applicable) is configured between: both old and new DR Appliance, backup server, and backup clients
- Other technical and business resources, as needed, will be able to participate throughout the engagement
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager
 - If services are required over weekends and/or holidays, each applicable day amounts to 1.5 days

Additional notes

For more information, please contact your Account Manager.

SKU

| SKU Part # | Description |
|------------|---|
| DAR-BAK-PP | DR APPLIANCE 'MIGRATION ASSIST' PREPAID |