

Rapid Recovery QuickStart

Accelerate implementation and get tips for how to optimize your Rapid Recovery data protection applications.

Installing software management solutions often requires extensive configuration and administrative training. The Quest® Rapid Recovery QuickStart service, on the other hand, provides a quick and effective path to implementation tailored to your IT environment and business needs. Beyond implementation support for your Rapid Recovery application, the QuickStart service also includes hands-on sessions designed specifically for your organization. Our subject matter experts work with your IT admins — at all levels — to guide the team toward mastery of Rapid Recovery advanced systems management activities. You'll achieve the maximize value from your investment in the least amount of time.

Delivered either by Quest staff or a Quest Rapid Recovery Certified Partner over several sessions, the QuickStart program ensures that your application is properly installed, configured and expertly administered to save you time and money.

WHAT DO RAPID RECOVERY QUICKSTART OFFERINGS INCLUDE?

When you purchase Rapid Recovery, you won't be left on your own. Here's what our experts will provide:

- **Installation assistance** — Quest professionals walk you through the first-

time process of installing and configuring your backup and recovery solution.

- **Best practices advice** — Experts help you launch your application using best-practices that will optimize Rapid Recovery capabilities for your unique environment.
- **Agent configurations** — We'll also help your IT admins with initial configuration of select agents, providing step-by-step instructions for how to deploy and configure additional agents in the future.

FLEXIBLE QUICKSTART SERVICE PACKAGES

Rest assured that Rapid Recovery QuickStart services are available in a few different package configurations to meet your particular IT environment and business needs. All packages include initial configuration and information sessions on the core Rapid Recovery administrative and operational features. Session length varies by package.

The QuickStart Remote Essentials package focuses on core capabilities. The QuickStart Remote Premium and QuickStart Onsite packages offer a more in-depth look at advanced Rapid Recovery features and tuning.

See the table below for more details about each Rapid Recovery QuickStart package.

Get expert implementation help for your new Rapid Recovery deployment.

BENEFITS:

- Ensure proper Rapid Recovery installation and configuration for your specific environment.
- Get custom help from experts to address your most critical backup and recovery issues.
- Expedite time to benefit with tailored implementation.
- Further optimize your implementation with modular deep-dive sessions.

	Remote Essentials	Remote Premium	Onsite
Common package features	<p>All QuickStart service packages help you:</p> <ul style="list-style-type: none"> • Identify the best-fit implementation configurations of Rapid Recovery for your unique environment. • Create a Rapid Recovery deployment overview document to use as your implementation blueprint and for ongoing evaluation. • Deploy and configure base settings for one server/core. • Deploy and configure up to three agents or agentless backups. <p>Information sessions with subject matter experts provide your team with operational mastery and best practice use of Rapid Recovery. You'll review how to provision agents, update the server, perform maintenance, restore backups, conduct basic troubleshooting and contact Quest support.</p>		
Additional features per package	<p>All the common features above covered in a remote session.</p>	<p>All the common features above plus the following, typically delivered during one or two additional remote sessions:</p> <ul style="list-style-type: none"> • Additional deployment and configuration of out-of-the-box settings for up to three Rapid Recovery servers/cores • Best-practices for advanced core/agent settings: <ul style="list-style-type: none"> • Dedupe cache sizing • Transfer settings • Encryption • Replication and archive • Advanced restore types • Upgrading Rapid Recovery core and agents to the latest release 	<p>All the common features above covered onsite with a subject matter expert, plus the following:</p> <ul style="list-style-type: none"> • Deployment and configuration of out-of-the-box settings for one Rapid Recovery server/core • Proper configuration of the Rapid Recovery Repository for backup storage • Deployment, protection and configuration of systems with a step-by-step walkthrough and detailed explanations: <ul style="list-style-type: none"> • How to install and deploy Rapid Recovery agents • Protecting and configuring a system that has a Rapid Recovery agent installed • Protecting a virtual machine without an agent • Integration with Hypervisor (VMware or Hyper-V) to perform Agentless backups of your virtual infrastructure • Configuring and Scheduling backup jobs • License management <ul style="list-style-type: none"> • Registration assistance • License portal management • Setup of email alerts • Setup of retention policy
Session length	Up to 45 minutes	Up to two hours	Up to eight hours

Rest assured that Rapid Recovery QuickStart services are available to meet a range of deployment needs.

ABOUT QUEST

At Quest, our purpose is to solve complex problems with simple solutions. We accomplish this with a philosophy focused on great products, great service and an overall goal of being simple to do business with. Our vision is to deliver technology that eliminates the need to choose between efficiency and effectiveness, which means you and your organization can spend less time on IT administration and more time on business innovation.