Enterprise Reporter Remote Expert Assist

Description

The purpose of the Enterprise Reporter Remote Expert Assist Services Offering is to assist you with the remote installation, configuration, and knowledge of maintaining your Active Directory environment, Windows Servers, and SQL Servers, of the Enterprise Reporter Software (the "Activities").

This offering helps accelerate your company's implementation to collect and view the data for configuration change auditing; security assessment of your Windows infrastructure; database security configuration, including users and logins, roles and database permissions for SQL Server, and as well as analysis of your Active Directory environments.

This remote service offering includes the following:
- Installation guidance and assistance of the Enterprise Reporter Software
- Configuration of the Enterprise Reporter Components and Services
- Knowledge Transfer on the Enterprise Reporter product and configured Components and Services in your deployment environment

Outcomes

The Enterprise Reporter Remote Expert Assist helps get your solution up and running quickly and properly to begin utilizing reporting to stay ahead of potential security vulnerabilities. Whether your team lacks the technical experience or may not have the time to deploy and configure your solution, our subject matter experts will help you through this process using our tested implementation methodology. Our team helps you quickly drive your new solution into production ensuring your IT team is ready to begin scheduling, creating, and delivering reports in order to maximize your return on investment.

This Remote Expert Assist come in three sizes to fit your specific environment: Basic (4 hour engagement), Intermediate (1 day engagement), and Advanced (2 day engagement).

Benefits:
- Ensure your Enterprise Reporter 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

Our services consultants will work with your stakeholders and subject matter experts on the following activities. The actual activities performed will vary based on the complexity of your environment and the technical needs outlined during the Planning Session and are contingent upon the time available.

1. Planning – We will host a planning session 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 Enterprise Reporter
   - Verify environment preparedness

2. Installation – We will provide assistance to install Enterprise Reporter Components and Services on designated server(s) in accordance with the deployment architecture defined during the planning session.
   - Enterprise Reporter Server
   - Configuration Manager
   - Report Manager
   - Database Wizard
   - Knowledge Portal

3. Configuration – We will provide assistance with configuring the Enterprise Reporter Components and Services on the designated server(s) in accordance with the deployment architecture identified during the planning session.
   - We will provide assistance with built-in reports
   - We will provide assistance with setting up scheduled reports
   - We will provide assistance with creating and defining custom reports
   - We will provide assistance with setting up the Knowledge Portal (requires SQL Reporting Services)

4. Knowledge Transfer – We will provide guidance by performing a knowledge transfer and product overview of the Enterprise Reporter Components and Services implemented into your environment throughout the course of the engagement.
   - We will provide assistance verifying the Enterprise Reporter implementation
   - Validate license
   - Introduce support resources

Services Effort

	Number of Forests	Number of Domains	Data Collections	Reports
Enterprise Reporter Basic (4 Hours)	1	1	Up to 2	Up to 2
Enterprise Reporter Intermediate (1 Day)	1	1	Up to 5	Up to 5
Enterprise Reporter Advanced (2 Days)	1	Up to 2	Up to 10	Up to 10

NOTE: The above chart is used to determine the appropriate offering for providing the requested services. Any services effort that falls outside of the parameters presented above should be presented as a custom offering, and determined through appropriate scoping activities.

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 pre-requisites, as listed in the System Requirements prior to the Remote session
- All activities will be performed remotely utilizing Quest provided web and voice conferencing
- Quest Product Support will NOT address the excluded items (as described above), as those services may only be addressed by our consultants
- 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.

Additional notes

For more information, please contact your Account Manager.

SKU

ERE-DMX-PP	US/CAN	Enterprise Reporter Remote Expert Assist (Basic) – 4 Hours
ERR-DMX-PP	US/CAN	Enterprise Reporter Remote Expert Assist (Intermediate) – 1 Day
ERA-DMX-PP	US/CAN	Enterprise Reporter Remote Expert Assist (Advanced) – 2 Days