

QoreStor Remote QuickStart

Description

The QoreStor Remote QuickStart is a deployment service designed to assist you remotely with the initial setup and configuration of your QoreStor software defined secondary storage. The service focuses on ensuring QoreStor is configured optimally so you may quickly maximize your opportunities to reduce costs, reduce risk and improve data protection performance. The service comes in two options to fit your specific implementation needs:

- Remote QuickStart **Essentials**
- Remote QuickStart **Premium**

Outcomes

Our QoreStor Subject Matter Experts (“SMEs”) execute a time-tested implementation methodology to assist you in-person through the entire deployment process. With your QoreStor solution quickly and efficiently implemented into production, your IT team can immediately start leveraging the latest in software defined secondary storage technology to harmonize with your new or existing backup software solution and protect your crucial data while yielding maximum storage efficiency and transfer performance.

The “**Essentials**” option focuses on performing all the essential out-of-the-box setup/configurations as well as backup software integration and knowledge transfer around routine administration of your environment. The “**Premium**” option builds further upon the “**Essentials**” activities with QoreStor host deployment and expanded out-of-the-box configurations.

Benefits

- Ensure your QoreStor solution is set up quickly and properly
- Receive expert and custom configurations designed for your specific scenario
- Learn best practices to ensure you are using the solution to its fullest potential

Approach and activities

The **Remote QuickStart “Essentials”** option includes the following activities which are typically delivered between one (1) to two (2) sessions:

- **Discovery / Architecture / Design & Documentation**
 - Review implementation business objectives, confirm the expected scope, project timeline and key personnel
 - Validate the service prerequisites are fulfilled
 - Define architecture of a single/multi QoreStor system
 - Validate backup software/data source (DMA) integration prerequisites
 - Define security, availability and coverage aspects for the environment
- **QoreStor Deployment**
 - Assistance with the initial setup and configuration of a single (1) QoreStor instance
 - Assistance with the installation of host required prerequisites and packages (**NOTE:** operating system installation NOT included with “**Essentials**”, see “**Premium**”)
 - Assistance with installation/setup of QoreStor software
 - Assistance with initial configuration of up to five (5) storage containers
 - Assistance with backup software integration (where applicable)

- **Knowledge Transfer**

- How to use the Dashboard and UI navigation
- Understanding QoreStor encryption and how to leverage Storage Groups
- How to configure email alerts
- How to use CLI for basic administration
- How to manage containers and storage groups
- Review of cleaner and scheduling
- Review Data Management Agent (DMA) requirements
- Managing built-in User accounts and using Active Directory
- Using system diagnostic tools and working with support

The **Remote QuickStart “Premium”** option includes all the earlier activities listed under Remote QuickStart “*Essentials*” as well as the following activities typically delivered between one (1) to two (2) additional sessions:

- Deployment of QoreStor host (physical/virtual/cloud) including: operating system installation/setup, basic host network configuration, standard OS patching to meet QoreStor prerequisites, creation of logical volumes to meet QoreStor requirements (**NOTE:** hardware/software RAID configuration not included with services offering)
- Assistance with initial configuration of transfer bandwidth limits
- Review QoreStor functionality vs Data Management Agent (DMA) managed replication

Prerequisites and assumptions

- The Deliverables assume only one (1) QoreStor instance
- No Services shall take place during local, state and/or federal holidays unless other arrangements have been coordinated through the Project Manager.
- Customer will:
 - Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the Requirements” section of the QoreStor datasheet (found on <https://www.quest.com/QoreStor/>)
 - Provide remote access to the QoreStor instance via WebEx, and if required, a support tether
 - Ensure all networking related setup on the servers are completed prior to engagement
 - Ensure connectivity access (through firewall established between all agents if applicable)
 - Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Active Directory, etc.)
 - Ensure other technical and business resources, as needed, will be able to participate throughout the engagement

Additional notes

For more information, please contact your Account Manager.

| SKU Part # | Description |
|------------|---|
| QPE-OCA-PP | QORESTOR PREPAID REMOTE QUICKSTART ESSENTIALS |
| QPP-OCA-PP | QORESTOR PREPAID REMOTE QUICKSTART PREMIUM |

