

# Rapid Recovery “Migration Assist” Service

## Description

Purpose-built Appliances have been a great solution for addressing needs of a modern IT infrastructure but over time even the best designed Appliances can be stretched to their limits. Refreshing underlying hardware helps to overcome current workload strains and provide customers with new and greater capabilities. However, many worry about the risks, challenges, and potential disruption refreshes may pose to their production environment.

With the Rapid Recovery “Migration Assist” Service, a Subject Matter Experts (“SMEs”) relieves those concerns by efficiently transitioning customer’s current Appliance environment onto refreshed hardware and latest Rapid Recovery software. 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 DL Appliance environment onto a new host with the latest features of our Rapid Recovery software.

## Benefits

- Ensure your refreshed Rapid Recovery installation 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 “**Migration Assist**” service offering. They are typically delivered between one (1) to two (2) sessions:

- **Prep existing Rapid Recovery Appliance**
  - Review ‘hardware refresh’ plan
  - Ensure version compatibility between old and new Rapid Recovery Core for data seeding
  - Review current licensing and swap (where applicable)
  - Assist with initiating setup, configuration and updates
    - Configure new hardware as a ‘replication’ server
    - Upgrade drivers & firmware
- **Setup and Data Migration to new Rapid Recovery Core**
  - Complete installation and setup of Rapid Recovery
  - Review and migrate system settings accordingly
  - Setup replication for data seeding
  - Migrate Protection to new Core
    - Review Protection scheme, adjust as needed
    - Update Agents, where applicable
    - Ensure Protection resume as incremental to avoid new Base Image
  - Repurpose DL Appliance as replication Core
    - Ensure licensing for replication
    - Setup replication policy accordingly

## Prerequisites and assumptions

- Customer will provide remote access to the DL Appliance via WebEx, and if required, a support tether
- Scope and duration of services assume just one DL Appliance refresh
- 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
- Customer will:
  - Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the “Requirements” section of the Rapid Recovery datasheet (found on [www.quest.com/products/rapid-recovery/](http://www.quest.com/products/rapid-recovery/))
  - Provide remote access to the Rapid Recovery Core/Server 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) is configured between the servers and agents
  - Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, 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
RRM-APP-PP	RAPID RECOVERY ‘MIGRATION ASSIST’ PREPAID