

# Rapid Recovery Onsite QuickStart

## Description

The Rapid Recovery Onsite QuickStart service is designed to assist you on-premise with the initial setup and configuration of your Rapid Recovery backup solution. The service focuses on ensuring Rapid Recovery is configured optimally and quickly so you may immediately benefit from a highly efficient data protection solution. The service is also intended to educate and provide your IT staff with vital knowledge transfer to become a Rapid Recovery Backup Administrator.

## Outcomes

Our Rapid Recovery Subject Matter Experts (“SMEs”) will develop a personalized implementation design based on the assessment of your environment and implement a backup solution that will ensure your recovery point objectives and recovery time objectives requirements. The Onsite QuickStart services will deliver a proven deployment methodology and a detailed explanation of all aspects of the implementation. During the onsite service, your IT staff will not only have the Rapid Recovery solution properly and quickly implemented by our experts, but also be up to speed on how to use and manage Rapid Recovery for backup and restore of your mission critical systems.

## Benefits

- Ensure your data protection and application recovery solution is set up quickly and properly
- Learn Rapid Recovery best practices to ensure you are using the solution to its fullest potential
- Shorten the learning curve by providing in-person dedicated knowledge transfer sessions for all team members/administrators to effectively leverage the solution from day one
- Minimize deployment risks, reduce implementation time and deliver best practices for optimization to get your backup environment ready for production
- Configuration of essential and advanced settings for solution optimization
- Receive expert and custom configurations designed for your needs and requirements.

## Approach and activities

The planned on-site activities include:

- **Discovery / Architecture / Design & Documentation**
  - Review implementation business objectives, confirm the expected scope, project timeline and key personnel
  - Validate the service prerequisites are fulfilled and deployment readiness
  - Define a proposed architecture of the Rapid Recovery implementation for the environment
  - Define security, availability and coverage aspects for the environment
- **Rapid Recovery Deployment**
  - Deploy and configure out-of-the-box settings for one (1) Rapid Recovery Server/Core
  - Deploy and configure out-of-the-box settings for Rapid Recovery Replication Target (if applicable)
  - Configure the Rapid Recovery Repository for backup storage
  - Deploy, protect and configure systems with step-by-step walkthrough and detailed explanations
    - How to install and deploy Rapid Recovery agents
    - Protecting and configuring a system that has a Rapid Recovery agent installed
    - Protecting a virtual machine agentlessly
    - Integration with Hypervisor (VMware or Hyper-V) to perform Agentless backups of your virtual infrastructure
    - Configuring and Scheduling backup jobs
  - License Registration Assistance
  - License Portal Management
  - Setup Email alerts
  - Setup Retention policy

- **Knowledge Transfer**

- Perform a knowledge transfer of best-practices on:
  - How to gracefully shutdown Core server
  - Performing/Scheduling Maintenance
  - Scheduling Backup Jobs
  - Basic Backup Operations Controls (Force Backup, Pause Backup, Resume Backup, Cancelling Tasks)
  - Performing Basic Backup Restores
  - Performing Advanced Types of Restores
    - Microsoft Exchange Granular Restore
    - Microsoft SQL Restore
    - SharePoint Granular restore
    - Virtual Standby
    - Bare Metal Recovery
  - Advanced Core Settings
    - Dedupe Cache Sizing
    - Transfer Settings
    - Encryption
  - Replication and Archive
    - Local
    - Offsite
    - Cloud
  - Quest Data Protection Portal Integration

## Prerequisites and assumptions

- Scope and duration of services assume up to two (2) Rapid Recovery Core/Server
- 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
FDQ-APP-PP	RAPID RECOVERY ONSITE QUICKSTART