

Rapid Recovery Remote QuickStart

Description

The Rapid Recovery Remote QuickStart service is designed to assist you remotely 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 comes in two options to fit your specific environment needs:

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

Outcomes

Our Rapid Recovery Subject Matter Experts (“SMEs”) leverage a time-tested implementation methodology to remotely assist you through the entire implementation process. With a Rapid Recovery solution quickly and efficiently implemented into production, your IT teams are left ready to start protection and recovery controls for data and applications across your environments.

The “**Essentials**” option focuses on performing all the essential configurations as well as providing key knowledge transfer around routine administration of your backup environment. The “**Premium**” option builds further upon the “**Essentials**” activities with expanded and advanced out-of-the-box configurations, extended integration, while providing more in depth hands-on knowledge transfer for a more diverse infrastructure and business objectives. In addition, will also provide setup of Replication Target for expanded data protection topologies.

Benefits

- Ensure your data protection and application recovery solution 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
- 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 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
 - Properly configured the Rapid Recovery Repository for backup storage
 - Deploy, protect and configure (3) systems with step-by-step walkthrough and detailed explanations
 - License Registration Assistance and License Portal Management
 - Setup Email alerts
 - Setup Retention policy for backups

- **Knowledge Transfer**

- Discuss day-to-day operational use of Rapid Recovery and its agents provision/configuration with guided walkthroughs on:
 - 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
 - Basic Backup Operations Controls (Force Backup, Pause Backup, Resume Backup, Cancelling Tasks)
- Perform a knowledge transfer of best-practices on:
 - How to gracefully shutdown Core server
 - Performing/Scheduling Maintenance
 - Scheduling Backup Jobs
 - Performing Basic Backup Restores
 - Basic Troubleshooting
 - Engaging Quest support resources

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

- Additional deployment and configuration of out-of-the-box settings for multiple cores (Up to 1 Rapid Recovery Servers/Cores or Replication Target)
- Perform a knowledge transfer of best-practices on:
 - Advanced Core/Agent Settings
 - Dedupe Cache Sizing
 - Transfer Settings
 - Encryption
 - Replication and Archive
 - Advanced Types of Restore
 - Microsoft Exchange Granular Restore
 - Microsoft SQL Restore
 - SharePoint Granular restore
 - Virtual Standby
 - Bare Metal Recovery
 - Assistance with upgrading Rapid Recovery Core and Agents to the latest Release

Prerequisites and assumptions

- Scope and duration of services assume just one (1) Rapid Recovery Core/Server for Essential and up to two (2) for Premium
- 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/)
 - 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
ABA-APP-PP	RAPID RECOVERY PREPAID REMOTE QUICKSTART ESSENTIALS
IRP-APP-PP	RAPID RECOVERY PREPAID REMOTE QUICKSTART PREMIUM

