

Recovery Manager for Exchange Prepaid Remote Expert Assist

Description

The Recovery Manager for Exchange (RME) Remote Expert Assist Advanced Services Offering consists of two (2) consecutive prepaid eight-hour Days during which Quest will provide remote services to assist the Customer with the installation, configuration, and knowledge of maintenance of the Recovery Manager for Exchange Software (the “Activities”).

This remote service offering includes the following:

- Installation guidance and assistance of the Recovery Manager Software
- Configuration of the Recover Manager Components and Services
- Knowledge Transfer on the Recovery Manager product and configured Components and Services in the customer’s deployment environment

Outcomes

The Recovery Manager for Exchange Remote Expert Assist helps get your solution up and running quickly and properly to begin managing your Exchange recovery needs. Whether your team lacks the technical expertise or may not have time to deploy and configure your solution, our subject matter experts’ 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 utilize all the features to quickly recover from a disaster, and more to maximize your return on investment.

Benefits

- Ensure your Recovery Manager for Exchange 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

A Quest Professional Services consultant will work with the necessary customer stakeholders and subject matter experts on the following activities. The actual activities performed will vary based on the complexity of the customer’s environment and technical needs outlined during the Planning Session and are contingent upon the time available.

Planning

Quest will host a planning session with the customer to verify environment readiness and establish the base deployment architecture.

- Finalize logistics including scheduling, remote access requirements and web conferencing needs

Service Description

- Determine Base Deployment Architecture for Recovery Manager for Exchange
- Verify environment preparedness
- Review Project Scope and Activities
- Overview of Customer Environment, Requirements, and Goals
- Discuss Critical Success Factors and Constraints

Installation

Quest will aid the customer to install Recovery Manager for Exchange Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session.

- Installing Recovery Manager Console
- Installing Backup Agent
- Running and Removing Recovery Manager

Configuration

Quest will aid the customer with configuring the Recovery Manager for Exchange Components and Services on the Designated Server(s) in accordance with the deployment architecture identified during the planning session.

- Backup Creation
 - Backup Encryption
 - Considerations for Exchange Backup
 - Backup Agents
- Exchange Recovery
 - Granular Online Restore
 - Comparison Reports
 - Complete Offline Restore
- Computer Collections
- Extract Wizard
- Clone Wizard
- Managing Configuration
 - Default Settings for Recovery Manager
 - Default Properties for Computer Collections
 - Computer Collection Properties
 - Container and Site Properties
 - Sessions Properties
 - Forests Properties / Domains Properties
 - Domain Controllers Properties

Knowledge Transfer

Quest will provide guidance to the customer by performing a knowledge transfer and product review of the Recovery Manager for Exchange Components and Services implemented into the Customer's Environment during the engagement.

Service Description

- Quest will aid the customer with verifying the Recovery Manager for Exchange implementation
- Introduce Support resources

Services Effort

	Number of Forests	Number of Domains	Data Collection	Reports	Backups
Recover Manager For Exchange Remote Expert Assist – 2 Days	1	Up to 5	Up to 10	Up to 10	Up to 5

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

Prerequisites and assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following responsibilities

- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment.
- Commit a technical resource on a full-time basis to provide Quest with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- Customer 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 the phone and web conferencing.
- Quest Product Support will NOT address the excluded items (as described above), as those services may only be addressed by Professional Services.
- Some activities may be performed during a “pre-call” that may be made 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

AAR-ATA-PP	RECOVERY MANAGER FOR EXCHANGE (RME) PREPAID REMOTE EXPERT ASSIST -2 DAYS
------------	--

Service Description

Quest

Quest