“Right Start” Remote Implementation (RIS) of a Rapid Recovery Environment

Description

The “Right Start” Remote Implementation (RIS) of a Rapid Recovery Environment provides remote installation, configuration, testing, and knowledge transfer of the Rapid Recovery backup software. The “Right Start” RIS comes in three sizes to fit your specific environment:

- “Right Start” RIS ***Essentials***: 3 hour engagement
- “Right Start” RIS ***Plus***: 6 hour engagement
- “Right Start” RIS ***Premium***: 8.5 hour engagement

Outcomes

The Rapid Recovery Right Start Remote Implementation Service helps get your solution up and running quickly and properly in order to simplify your backup and recovery process. 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 like archiving static data, easily capture application snapshots, and quickly restore data when needed in order to maximize your return on investment.

Benefits:

- Ensure your Rapid Recovery 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

Solution components installed with quantities:

“Right Start” RIS Essentials:

- Rapid Recovery Server/Core: 1 – Installed on customer supplied Quest or 3rd party hardware
- Clients/Agents: 3
- Max protected systems: 3 – Customer to identify systems to be protected in Project Readiness Checklist (PRC)

“Right Start” RIS Plus:

- Rapid Recovery Server/Core: Max 2 (of which one is the source core and other the replication target)
- Clients/Agents: 6
- Max protected systems: 6 – Customer to identify systems to be protected in Project Readiness Checklist (PRC)

“Right Start” RIS Premium

- Rapid Recovery Server/Core: Max 2 (of which one is the source core and other the replication target)
- Clients/Agents: 10
- Max protected systems: 10 – Customer to identify systems to be protected in Project Readiness Checklist (PRC)

The remote planned activities include:

1. Planning and preparation
   - Contact customer to Schedule Service
   - Send customer link to Services Offering Description – this document
   - Send Customer Project Readiness Checklist: PRC
   - Review customer filled out PRC – address any open items as needed
   - Service model: Remote/Virtual (WebEx, GoToMeeting or similar)

2. Application setup
   - Install Rapid Recovery software ("Right Start" RIS Plus and Premium – Install Rapid Recovery software on two separate customer provided servers)
   - Upgrade Rapid Recovery software to latest release; apply patches as needed

3. License configuration
   - Validate and configure Rapid Recovery software license via License Portal
     - Verify if license key is installed
     - Verify if license key is trial or production
     - Assist with license conversion from trial to production (If applicable)
   - License Portal walkthrough - only if customer has not yet registered the software

4. Installation
   - Validate if agents ("Right Start" RIS *Essentials*: up to three; "Right Start" RIS *Plus*: up to six; "Right Start" RIS *Premium*: up to ten) have been installed correctly by customer as part of the PRC *or*
   - Assist customer with the installation and configuration of Rapid Recovery agents ("Right Start" RIS *Essentials*: up to three; "Right Start" RIS *Plus*: up to six; "Right Start" RIS *Premium*: up to ten)
   - Notes:
     - Server reboot is required after agent installation
     - Customer to install a full license copy of SQL Server on to be protected SQL Server host should customer want to use the SQL Server attach ability checks feature in Rapid Recovery
     - Customer to install Outlook client on host that is to be used for message level recovery of Exchange Mailboxes (only needed if one of the to be protected system is MS Exchange)

5. Configuration
   - Max number of host to be protected – "Right Start" RIS *Essentials*: up to three; "Right Start" RIS *Plus*: up to six; "Right Start" RIS *Premium*: up to ten
     - Customer to identify the hostnames prior to RIS Start
   - Configure Agents to allow for Base Image to be created
   - Configure Backup Frequency / Interval
   - Walk thru the Rapid Recovery Core Console
   - Walk thru How to Recover a Single File or Folder
   - Configure Email Notifications if Desired by Customer
   - Configure Application Specific Protection - If applicable (SQL Server and MS Outlook)
     - See notes under "Installation" section above

   "Right Start" RIS *Plus* includes the items above plus:
   - Configure replication between source core and separate replication target

- Discuss and configure retention policies
- Educate customer on steps needed to archive backups
- Educate customer on steps needed to perform a Bare Metal Recovery – BMR
- Educate customer on steps needed to export to a VM
- Create a virtual standby from a recovery point
- Educate customer on Rapid Recovery Central Management Console – CMC (for customers with multiple Rapid Recovery environments)
- Educate customer on use of the agent bulk deployment tool
- Configuration of an MD Expansion Storage Unit (if applicable)

"Right Start" RIS *Premium* includes the items above plus one item from the below list of Rapid Recovery specialty services:

- Installation and configuration of DocRetriever for SharePoint on a single SharePoint server
- Installation and configuration of Rapid Recovery Tape Integrator
    - Requires separate physical or virtual host
- Installation and configuration of Rapid Recovery Kaseya Plugin
- Configuration of replication to Amazon or Microsoft Azure cloud storage services
- General guidance on performance monitoring, tuning and optimization for long term peak operating performance

6. Testing
    - Verify completion base image – depending on the amount of data to be protected this may take several hours or days and will be checked on a separate session with the engineer
    - Verify Completion of Snapshots based on incremental backup settings / schedule
    - Adjust snapshot frequency if desired by Customer
    - Test Recovery of a Single File
    - Check SQL Server attach ability checks are running after configuration; adjust as needed

    "Right Start" RIS *Plus & Premium* includes the items above plus:
    - Test replication
    - Test mail message recovery for MS Exchange
    - Show live recovery of MS SQL Server DB
    - Educate customer on use of local mount utility
    - Create virtual standby from a recovery point
    - Test/verify proper configuration of added MD Expansion Storage Unit so Rapid Recovery can leverage

7. Knowledge Transfer
    - Core/UI console walkthrough
    - Day-to-day backup and recovery management tasks
    - Discuss application specific backup/recovery features and functionality (MS Exchange and SQL Server only)

    "Right Start" RIS *Plus & Premium* includes the items above plus:
    - Educate customer on use of local mount utility

8. Post Implementation
    - Provide Customer PDS - Project Delivery Summary - in PDF Format
    - Introduce Customer to the Quest Support Portal

- Instruct Customer how to Obtain Rapid Recovery Technical Support & Open a Service Request
- Point Customer to System Documentation / Guides
- Point Customer to free Webinars
- Point Customer to How to Documents

Duration:

Service	Total Hours	Service	Estimated Time
"Right Start" RIS Essentials	3	Consulting	2 hrs 45 min
		Project Management coordination	15 min
"Right Start" RIS Plus	6	Consulting	5 hrs 30 min
		Project Management coordination	30 min
"Right Start" RIS Premium	8.5	Consulting	8 hrs
		Project Management coordination	30 min

Prerequisites and assumptions

Exclusions – "Right Start" RIS *Essentials*:

1. Discuss and configure retention policies
2. Educate customer on steps needed to archive backups
3. Educate customer on steps needed to perform a Bare Metal Recovery – BMR
4. Educate customer on steps needed to export to a VM
5. Create a virtual standby from a recovery point
6. Educate customer on Rapid Recovery Central Management Console – CMC (for customers with multiple Rapid Recovery environments)
7. Educate customer on use of the agent bulk deployment tool
8. Test mail message recovery for MS Exchange
9. Show live recovery of MS SQL Server DB
10. Educate customer on use of local mount utility
11. Configuration of an MD expansion storage unit
12. Installation and configuration of DocRetriever for SharePoint
13. Installation and configuration of Rapid Recovery Tape Integrator
14. Installation and configuration of Kaseya Plugin
15. Configuration of replication to Amazon or Microsoft Azure cloud services
16. Formal – curriculum based – training (WBT or ILT)
17. System sizing
18. Performance tuning and optimization
19. Scripting
20. White labeling
21. Installation and configuration of Operating Systems
22. Storage of Storage (RAID etc.)

*Items 1-11 above are part of the "Right Start" RIS *Plus*

*Items 12-15 above are selectable options in "Right Start" RIS *Premium*

Exclusions – "Right Start" RIS *Plus*:

1. Installation and configuration of DocRetriever for SharePoint
2. Installation and configuration of Rapid Recovery Tape Integrator
3. Installation and configuration of Kaseya Plugin
4. Configuration of replication to Amazon or Microsoft Azure cloud services

5. System sizing
6. Formal – curriculum based – training (WBT or ILT)
7. Performance tuning & optimization
8. Scripting
9. White labeling
10. Installation and configuration of Operating Systems

*Items 1-5 above are selectable options in “Right Start” RIS *Premium*

Exclusions – “Right Start” RIS *Premium*:

1. System sizing
2. Formal – curriculum based – training (WBT or ILT)
3. Performance tuning and optimization
4. Scripting
5. White labeling
6. Installation and configuration of Operating Systems

*Items 1-6 are available through custom scoped services

Customer responsibilities

- Physical HW Installation - Customer to unpack and rack system, attach power and network cabling
- Provide access to the those to be protected systems in scope of this offering
    - Customer is responsible for protecting other systems (customer may purchase add on services to have additional systems be added to overall scope of work)
- Enter domain admin ID / PWD as needed
- Reboot those to be protected systems after Rapid Recovery agent install
- Ensure minimum system requirements are met for Rapid Recovery agents
- Installation of MS SQL Server (if applicable – for SQL attach ability checks
- Installation of MS Outlook (if applicable - for granularity of individual email restores)
- Configuration/software/data backup: It is the customer’s responsibility to complete a backup of all existing data, software, and programs on supported products prior to Quest performing any services
- Hardware and software requirements: It is the customer’s responsibility to ensure that all hardware and software minimum requirements have been met, such as but not limited to memory, CPU, network cards, OS, service packs, BIOS, antivirus, LDAP, DNS configuration and firewall settings
- Network security settings and requirements: It is the customer’s responsibility to provide all requirements, parameters, and information necessary for Quest to provide the appropriate assistance regarding configuration and implementation of all security settings on these products. Quest will only implement settings per the customer’s direction and agreement
- Availability: The customer agrees to be available during the scheduled services sessions; If the customer cannot be available for a particular scheduled remote installation session, the call will be rescheduled at an available time of Quest’s choosing (in coordination with the customer)
- Rescheduling date / time is dependent on Quest’s current scheduling availability and commitments
- Rescheduling: If customer misses, cancels or reschedules an engagement on two separate occasions within 24 hours before it is scheduled to begin, it shall forfeit this RIS offering
- Dispose of the packing material and other debris
- Customer must maintain the confidentiality of the order number provided by Quest in connection with these services
- Customer must provide and have valid licenses for all hardware and software components
- Customer must allow sufficient time to complete the service activity in its entirety

- Customer is responsible for all physical hardware installations or changes that are necessary for the remote delivery of this service
- Customer must have a valid hardware support contract on all affected systems
- Authority to grant access: Customer obtained permission for both customer and Quest to access and use the supported products, the data located therein and all hardware and software components included therein, for the purpose of providing these services; if customer does not already have that permission, it is customer's responsibility to obtain it, at customer's expense, before customer asks Quest to perform these services
- Cooperate with a Quest Engineer: Customer will cooperate with and follow the instructions given by any Quest Support or RIS Engineer; experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.
- Maintain Software Releases: Customer will maintain software and supported products at Quest specified minimum release levels or configurations; customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Quest in order to keep the supported products eligible for this service
- Data Backup / Removing Confidential Data: Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this service; customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data; customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC cards regardless of whether an onsite technician is also providing assistance

Additional notes

- Customer Satisfaction Survey will be send out post services to gather feedback
- Max Number of Remote Sessions with Engineer - “Right Start” RIS *Essentials*: 2; “Right Start” RIS *Plus*: 3; “Right Start” RIS *Premium*: 4
- Standard Services Hours (SSH): 8 AM - 5 PM, Local Customer Time
- Services expiration: 1 year from purchase date
- Services lead time (scheduling of 1st session with engineer): Up to 10 business days from date customer returns PRC
    - A Project Manager will contact the customer to schedule the 1st session with the engineer. This service will be provided during normal business hours Monday through Friday (8:00am to 5:00pm customer local time) unless specified otherwise. No service activities shall take place during local, state and/or country holidays.

For more information, contact your Account Manager.

SKU

“Right Start” RIS *Essentials*: ABA-APP-PP
“Right Start” RIS *Plus*: AFA-APP-PP
“Right Start” RIS *Premium*: IRP-APP-PP