



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

Description

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

- “Right Start” RIS **Essentials**: 9 hour engagement
- “Right Start” RIS **Plus**: 17 hour engagement
- “Right Start” RIS **Premium**: 25 hour engagement

Outcomes

The NetVault Right Start Remote Implementation Service helps get your solution up and running quickly and properly in order to safeguard your data and applications. 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 configure, manage, and monitor your backup and recovery operations in order to maximize your return on investment.

Benefits:

- Ensure your NetVault 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

Services effort – Product components

“Right Start” RIS Essentials:

- 1 Server (Physical or Virtual)
- 2 heterogeneous clients
- Single storage target (can include single DR)
- Any combination of Tier 1 and 2 Plugins making up 4 Hours - see reference table below
- Max sessions with Engineer - 2
- Exclusions:
 - DR to DR replication
 - Cloud Storage

“Right Start” RIS Plus:

- 1 Server (Physical or Virtual)
- 2 Heterogeneous Clients
- Two Storage Targets (may include DR replication)
- Any combination of Tier 1 and 2 Plugins making up 8 Hours - see reference Table below
- Essential Features
- Max Sessions with Engineer – 2

“Right Start” RIS Premium

- 1 Server (Physical or Virtual)
- 2 Heterogeneous Clients
- Two Storage Targets (may include DR replication)
- Any combination of Tier 1 and 2 Plugins making up 16 Hours - see reference Table
- Essential & Advanced Features
- Max Sessions with Engineer – 3

NetVault Plugin Configuration Allocation		
Plugin	Tier	Exception
DB2	1	
Domino	1	
Informix	1	
MS Exchange	1	Clustered - Tier 2
MSSQL	1	Clustered - Tier 2
MySQL	1	
Oracle	2	
Postgres	1	
SAP	2	
Sybase	1	
Hyper-V	2	
VMware	2	
NDMP	2	
BMR	2	
NOTE: Typical production configuration and testing time is 2 hrs. for Tier 1, 4 hrs. for Tier 2		

The remote planned activities include:

1. Planning and preparation
 - Download software
 - Verify receipt License Key emails
 - Review Project Readiness Workbook – PRW
2. Installation
 - Install NVBU Server (including PostgreSQL DB)
 - Install NV Client on NV Server
 - Install NV Client on two protected systems (File System Protection)
 - Install application plugin(s) – see Tier Matrix Above
 - Install License Key(s) as per Licensing Model
3. Configuration

- Add target device for backup (disk, TL, VTL, DR etc.)
- Define backup job to backup NetVault PostGreSQL DB
- Define up to two (2) backup jobs per Protected Machine / Discuss items that make up the components of a backup job (source / target / schedule / retention)
- Define Notifications
- Setup reports for email distribution ("Right Start" RIS *Plus* and "Right Start" RIS *Premium* only)

4. Testing

- Verify completion of defined File System backup jobs
- Verify completion of defined application backup jobs ("Right Start" RIS *Plus* and "Right Start" RIS *Premium* only)
- Test restore of a single file (rename & relocate)
- Discuss application specific restores ("Right Start" RIS *Plus* and "Right Start" RIS *Premium* only)
- Test restore of application plugin backup job as time permits ("Right Start" RIS *Plus* and "Right Start" RIS *Premium* only)
- Review NVBU log(s)

5. Knowledge Transfer

- Educate Customer on;
 - How to add a backup target device (tape / disk etc.)
 - How to add a file system (Unix/Linux/Windows) for backup
 - How to define a backup job
 - How to define a restore job
 - Step by step walk through of a restore procedure
- Main product features and application Plugin key features
- UI navigation
- Process manager
- Network manager
- How to enable application tracing
- How to create a support package / bundle for tech

"Right Start" RIS *Plus* & *Premium* includes the items above plus:

- How to gather information from the system's log files and basic reporting
- Q&A

6. Post Implementation

- Customer satisfaction follow up – CSAT
- Point customer to helpful resources (documentation / knowledge base / technical support, etc.)
- How to work with technical support
- Leveraging the technical support knowledge base articles and videos
- Product documentation
- Provide customer PDS – Project Delivery Summary – In PDF Format

Duration:

Service	Total Hours	Service	Estimated Time
"Right Start" RIS Essentials	9	Consulting	8 hrs
		Project Management coordination	1 hr
	17	Consulting	16 hrs

“Right Start” RIS Plus		Project Management coordination	1 hr
“Right Start” RIS Premium	25	Consulting	24 hrs
		Project Management coordination	1 hr

Prerequisites and assumptions

Customer responsibilities

- 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 performing any services.
- 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 schedule service implementation time frame. If the customer cannot be available for the schedule remote installation, the call will be rescheduled at an available time of Quest's choosing (In coordination with the customer). If the original scheduled appointment is rescheduled, at the customer's request, the service offering may be delayed for an extended period of time depending on Quest's current scheduling availability and commitments.
- Ensure the desired configuration meets the vendor's minimum system requirements for hardware and software configuration (such as service pack/kernel and BIOS).
- Ensure that the technical and environmental requirements (such as correct power) are completed prior to this service delivery.
- Make at least one technical contact, with system administration responsibilities, available and provide appropriate facility/site/system/information access privileges as a resource to Quest during the performance of this service.
- Dispose of the packing material and other debris.
- Ensure that the backup server can access ALL remote clients through firewalls.
- Ensure that the DNS infrastructure is fully functional for the backup installation to be successful.
- 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. Generally, these services do not require system outages; however, they may require delivery during maintenance window(s).
- 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 thereon 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 the customer's responsibility to obtain it, at customer's expense, before customer asks Quest to perform these services.
- Cooperate with phone analyst and onsite technician: Customer will cooperate with and follow the instructions given by any Quest phone analyst or on-site technicians. 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.
- Onsite obligations: Where services require onsite performance, customer will provide (at no cost to Quest) free, safe and sufficient access to customer's facilities and the supported products, including

ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Quest), if the system does not already include these items.

- Maintain software and serviced 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. In addition, 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 on-site technician is also providing assistance.

Additional notes

- This is a time and materials services offering (not a fixed fee)
- Allocated consulting time (does not include planning/prep/CSAT): 8 hours
- Remote services delivery conducted via WebEx / Lync / GTM only
- Standard services hours: 8 AM - 6 PM local customer time zone
- Services expiration: 1 Year
- Services lead time: 10 business days
- A Quest representative will contact the customer to schedule this service, allowing for at least a ten business day lead time prior to the start of the service, based upon a mutually agreed to resource availability (note that project coordination and planning will start immediately upon completion of order processing). This service will be provided during normal business hours Monday through Friday (8:00am to 6:00pm customer local time) unless specified otherwise. Any services beyond normal business hours will be reflected on the customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Quest project manager.

For more information, contact your Account Manager.

SKU

"Right Start" RIS *Essentials*: BRI-BAK-PP

"Right Start" RIS *Plus*: ARI-BAK-PP

"Right Start" RIS *Premium*: NRP-BAK-PP