Quest

Rapid Recovery Prepaid Remote QuickStart

Description

The Rapid Recovery Remote QuickStart is a deployment service 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 QuickStart package assists with the following stages:
- **Discovery / Architecture / Design & Documentation.**
- **Rapid Recovery Deployment.**
- **Knowledge Transfer.**

Outcomes

Quest Subject Matter Experts (SME's) utilize an implementation methodology to remotely assist you through the 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 service focus on performing the essential out-of-the-box configurations as well as providing key knowledge transfer around routine administration of your backup environment. Other activities include advanced configurations and extended integration.

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

Your team will receive support on all the designated features of this service from Quest as shown below.

- **Discovery / Architecture / Design & Documentation**
  - Review implementation business objectives, confirm the expected scope, delivery timeline and key personnel.
  - Validate the service prerequisites are fulfilled.
  - Define security, availability and coverage aspects for up to one (1) environment.

- **Rapid Recovery Deployment**
  - Deploy and configure out-of-the-box settings for one (1) Rapid Recovery Server/Core.
  - Properly configured the Rapid Recovery DVM Repository for backup storage.
  - Deploy, protect and configure three (3) systems with step-by-step walk-through.
  - Ensure proper Rapid Recovery license registration and review License Portal usage.
  - Set up Email alerts and using email profiles.
  - Set up retention policy and backup scheduling.

- **Knowledge Transfer – as necessary but no more than 4 hours, delivered via a combination of practical knowledge sharing and virtual workshops**
  - 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, Canceling Tasks).
  - Leveraging Virtual Standby for critical server:
    - Deployment recommendations.
    - How to switch to stand-by.
  - Best-practices topics:
    - How to gracefully shutdown Core server.
    - Performing/Scheduling Maintenance.
    - Performing Basic Backup Restores.
    - Basic Troubleshooting.
    - Engaging Quest support resources.
    - 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.
      - Bare Metal Recovery.
    - Assistance with upgrading Rapid Recovery Core and Agents to the latest Release.

Prerequisites and Assumptions

- Quest will remotely deliver the activities in a series of sessions planned by mutual consent at least one (1) day in advance.
- Service limited to one (1) Rapid Recovery Core/Server
- All Services are delivered remotely.
- All service activities are to be completed within 30 days from date of initial session.
- The service expires twelve (12) months from date of purchase if not consumed.
- No Services shall take place during local, state and federal holidays unless other arrangements have been coordinated through Quest.
- The services will be delivered in English language, unless otherwise agreed upon by Customer and Quest.

Customer will:
- Provide remote access to related hosts/systems via GoToMeetings or other method by mutual consent, and if required, a support tether.
- Assign appropriate technical and business resources to participate in the project that have necessary administrator privileges to the connected network and associated systems.
- Ensure your applicable system administrator(s) with proper system access will be available to provide appropriate remote access privileges required during the performance of this service.

- Ensure your environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "Hardware Specifications" section of the Rapid Recovery datasheet (found on www.quest.com/products/rapid-recovery/).
- Ensure all networking related setup for the server is completed prior to engagement.
- Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents.
- Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, etc.).
- Have valid licenses for all Quest and third party software product(s) applicable to the engagement, and be current on support services for such products.
- Rapid Recovery software installed must be a supported version listed in the Product Lifecycle table located in the Quest Support Site for the product.

SKU

SKU Part #	Description
IRP-APP-PP	RAPID RECOVERY PREPAID REMOTE QUICKSTART