METALOGIX ARCHIVE MANAGER FOR EMAIL PREPAID DEPLOYMENT ASSURANCE (3 DAYS) - Remote

This document states the planned activities, technical requirements, and other terms for the Services Offering stated above.

PLANNED ACTIVITIES

As time permits during the number of Days stated above (each "Day" is eight hours) Quest plans to perform some or all of the following services ("Activities") in connection with the Software product stated above (the "Software"):

Services Effort

	Exchange Domain Organizations	Hosted Users	Use Cases
Archive Manager for Email Deployment Assurance – 3 Day	2	Up to 4000	Up to 5

PROJECT INITITATION MEETING & DOCUMENTATION

The project initiation meeting is conducted first and is intended to introduce Customer's and Quest key project members and to review the project objectives, scope, requirements, and timelines.

The project initiation meeting includes things such as:

Quest will host a planning session with you to verify and validate environment readiness

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Confirm specific use cases that we would want to collaborate on during the deployment assurance engagement.

INSTALLATION PHASE

The Implementation phase typically includes:

Assistance with the installation of the Archive Manager components as per defined Use Case scenario

- You and our consultants will install set up Archive Manager: -
  - Install the Archive Manager product you have purchased
  - Verify that all features are available and test basic functionality

IMPLEMENTATION PHASE

An Implementation phase typically includes as per defined Use Case scenario:

- Configuration of product and feature settings to fit your specific environment, requirements and needs.

KNOWLEDGE TRANSFER PHASE

A Knowledge Transfer phase typically includes:

- Review of common uses and key features of Archive Manager
- General administration tasks specific to the product itself.
- Overview of the user interface.
- Walk-through of the Archive Manager functionality
- Best practices

OTHER TERMS

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration of your environment is sufficient to support the products to be implemented
- Commit a technical resource on a full time basis to provide us with the assistance required
- Provide project team members with suitable business expertise, technical expertise, and decision making authority to ensure efficient project progress
- You will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements (Product Installation / QuickStart Guide) prior to the Remote session
- All activities will be performed remotely utilizing Quest provided web and voice conferencing
- Some activities may be performed during a "pre call" that could be required 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.