Archive Shuttle Partner Assurance

Description

As a Quest partner, this services package will help you guide your customer through an email archive migration project and assist with successful completion of the project. During the course of the project, your team will also gain experience necessary to lead future archive migration projects.

Outcomes

The services offering will guide you and your customer through planning of an email archive migration, configuration of Archive Shuttle, training of migration team, and production migration guidance.

- Planning workshops
- Configuration
- Pilot migration
- Enablement and Health Checks

Approach and activities

Provider's Professional Services consultant will work with your and your customer necessary stakeholders on the following activities.

Planning Workshops
Scheduled in approximately 10 (up to a maximum of 12) sessions, Provider will guide you to develop a migration plan with your customer. These planning workshops may include:
- Kickoff Workshop
- Mapping Workshop
- Executive Support Workshop
- Networking Workshop
- Security Workshop
- Storage Planning Workshop
- Communication Planning Workshop

Configuration
Provider will help guide configuration decisions and configure Archive Shuttle based on results of the planning workshops. As configuration concludes, unit testing will be completed prior to conducting pilot migrations. During configuration, Quest will begin providing knowledge transfer to the partner stakeholders in parallel; knowledge transfer will continue in parallel through conclusion of the pilot. The configuration phase will be completed when Archive Shuttle has

been configured to migrate the applicable email archives as decided upon during the planning workshops.

Pilot Migration

Provider will lead through a maximum of two (2) pilot migrations of up to 20 mailboxes each and/archives and provide operations training to your migration team in one (1) session of up to four (4) hours during this stage.

Enablement and Health Checks

Provider will provide you with best practice guidance for managing email archive migrations. In addition, regular health check sessions are scheduled to ensure the migration remains on track.

The best practice guidance and regular health check sessions may be scheduled once per month and Provider will schedule such sessions up to a maximum of 20 hours total across all the sessions per year.

Prerequisites and assumptions

You agree to cooperate with Quest in its delivery of the above Services. In addition, the following prerequisites and assumptions apply to this services package:

- This offering is limited to Quest Partners that are registered under Quest Partner Circle and in good standing.
- All activities will be performed remotely utilizing the phone and web conferencing.
- You will commit a technical resource on a full-time basis to provide Quest with the assistance required.
- Technical resources assigned to the project must have passed the Archive Shuttle Implementation Professional examination.
- You will provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.

Additional notes

For more information, please contact your Account Manager.

SKU

AAD-QDT-AS	Archive Shuttle Partner Assurance

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