

Services Offering Description
ERA-DMX-PP

Enterprise Reporter Prepaid Remote Expert Assist – 2 Days

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

	Number of Forests	Number of Domains	Data Collections	Reports
Enterprise Reporter Prepaid Remote Expert Assist 2 Days	1	Up to 2	Up to 10	Up to 10

PROJECT INITIATION 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:

- Verify environment readiness
- Establish the base deployment architecture

PLANNING PHASE

The Planning phase typically includes:

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Determine Base Deployment Architecture for Enterprise Reporter
- Verify environment preparedness

INSTALLATION PHASE

The Installation phase typically includes Installation assistance with:

- Enterprise Reporter Server
- Configuration Manager
- Report Manager
- Database Wizard
- Knowledge Portal

IMPLEMENTATION PHASE

The Implementation phase typically includes:

- Quest will provide assistance to the customer with built-in reports
- Quest will provide assistance to the customer with setting up Scheduled reports

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- Quest will provide assistance to the customer with creating and defining custom reports
- Quest will provide assistance to the customer with setting up Quest Knowledge Portal (requires SQL Reporting Services)

KNOWLEDGE TRANSFER PHASE

The Knowledge transfer phase typically includes:

- Quest will provide assistance to the customer with verifying the Enterprise Reporter implementation
- Validate License
- Introduce Support resources

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
- Customer 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.