

Flight Deck Partner Assurance

Description

As a Quest partner, this services package will help you guide your customer through a .pst migration project and support a successful outcome for the project. During the course of the project, your team will also gain experience necessary to lead future .pst migration projects.

Outcomes

The services offering will guide you and your customer through planning a .pst migration, configuration of Flight Deck, training a migration team, and providing production migration guidance.

- Planning workshops
- Configuration decisions
- Configuration
- Pilot migrations
- Enablement
- Monthly Health Checks and Question Sessions

Approach and activities

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

Planning Workshops

Scheduled in 10 to a maximum of 12 sessions, Provider will guide the partner to develop a migration plan with the customer. These planning workshops may include:

- Kickoff Workshop
- Legal & Compliance Workshops
- E-Discovery Workshop
- Executive Support Workshop
- Networking Workshop
- Security Workshops
- Storage Planning Workshop

Configuration

Provider will guide configuration decisions and configure Flight Deck based on the results of the planning workshops. As configuration concludes, unit testing will be completed prior to conducting pilot migrations; during this work, Quest will begin providing knowledge transfer to

the partner stakeholders. The configuration phase will be completed when Flight Deck has been configured to migrate the applicable .pst files.

Pilot Migration

Provider will lead through a maximum of two (2) pilot migrations of up to 20 mailboxes (each) and provide operations training to the partner migration team in 1 session during this stage.

Enablement and Health Checks

Provider will provide partner with best practice guidance for managing .pst 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 Services and to the following responsibilities:

- 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.
- Commit a technical resource on a full-time basis to provide Quest with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.

Provider will perform the Services as scheduled and agreed to between Provider and partner during the course of a twelve month period after partner's purchase of the Services.

Additional notes

For more information, please contact your Account Manager.

SKU

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