



▶ QuickStart Plus

▶ HIGHLIGHTS

- 1 Accelerate the time-to-value of your Commvault® data management environment with seasoned Commvault Technology Consulting engineers and proven deployment methodologies.
- 2 Flexibility to modify the scope of Commvault® software implementations within predefined parameters.
- 3 Commvault Project Management resources mitigate unexpected challenges while ensuring adherence to scope and schedule.
- 4 The simplicity of one Commvault SKU to address a wide spectrum of installation and configuration activities without the need for a customized SOW

▶ OFFERING OVERVIEW

Busy IT departments are finding it more challenging than ever to operate and maintain traditional backup environments, much less design, install and configure a modern data and information management solution. Commvault Consulting can be trusted to consistently deliver a smooth transition from legacy backup and archive solutions to a modern approach based on Commvault software. Customers rely on Commvault's proven methodologies and global team of seasoned technologists to reduce the time, effort and risk of any implementation.

The Commvault QuickStart Plus offering enables customers to accelerate the installation and configuration of their Commvault software environment and operate it more easily. These services are based on Commvault's standard, best-practice deployment model. Every QuickStart Plus offering includes design recommendations, Commvault Project Management support, installation and configuration of a single CommCell, and as-built documentation.



▶ Working closely with your backup, recovery and archive teams, Commvault can help you develop a practical, modern vision for your IT environment.

▶ **KEY SERVICE COMPONENTS AND BENEFITS**

ACTIVITY	DESCRIPTION	BENEFIT
Environment Assessment	Commvault experts collect key information about your data management needs and expectations in order to develop an optimal Commvault software implementation plan.	Minimize your time and effort to develop a robust implementation plan for deploying Commvault software.
Installation and Configuration	Seasoned Commvault technology consultants provide continuity with installation and configuration the Commvault environment.	Accelerate the time to value of your data management solution.
Onsite knowledge transfer	Your Technology Consultants cover topics such as basic configuration, feature optimization, and other topics specific to your environment as requested by your staff within project scope.	Improve the overall availability of your Commvault software solution and develop IT staff that will have the capability to maintain operational efficiencies.
SAP or Oracle Agent Installation	Advanced services for the installation and configuration of MySQL, DB2, Oracle, or SAP.	Protect your mission critical applications that process transactions and run your business.

▶ **SERVICE DELIVERABLES**

Commvault personnel or authorized agents will be assigned to work closely with Customer staff to perform the mandatory and customer selected services from Bands 1-4 (with the option of Band 5) within two consecutive weeks. Services will be performed at a minimum of 4 consecutive business days and one physical location per week. Customer may select up to:

- **Band 1** – 30 Activities
- **Band 2** – 15 Activities
- **Band 3** – 10 Activities
- **Band 4** – 2 Activities OR **Band 5** – 1 Activity

MANDATORY COMMVAULT COMPONENTS

SERVICE DESCRIPTIONS	MAXIMUM
Primary CommServe	1
Media Agent	1
Target - Disk or Tape	1
Whiteboard Design (4 hours)	1
Project Management Assistance (16 hours)	1
As-built Documentation	1

BAND 1: COMMVAULT COMPONENTS AND AGENTS – SELECT UP TO 30

SERVICE DESCRIPTIONS
Media Agent (Additional Media Agents)
Commvault Software Feature - Commcell Encryption
Commvault Software Feature - Secondary Encryption
Commvault Software Feature - Data Erase
Commvault Software Feature - Vault Tracker Enterprise
Commvault Software Feature – Gridstor
OS Cluster iDA (All supported types)
SQL DB Mirroring of a CommServe Database
Target - Tape Library
Active Directory
Filesystem iDA (All supported types, 1 agent per)
Edge iDA (All supported types, 1 agent per)

**BAND 2: COMMVAULT COMPONENTS, STANDARD APPLICATION, ONEPASS, AND INTELLISNAP AGENTS –
SELECT UP TO 15**

SERVICE DESCRIPTIONS
CommServe – Clustering established
CommServe – Migrating established
Target - Disk Library Configuration
Target – DASH Configuration
Commvault Software Feature - Offline Mining
Commvault Software Feature - Reference Copy
Lotus Notes
Microsoft Exchange
Microsoft SharePoint
Virtual Server Agent Proxy
Windows OnePass
Linux OnePass
Unix OnePass
Exchange OnePass
NAS OnePass or Archiver
IntelliSnap NAS
IntelliSnap Lotus Notes
IntelliSnap MS Exchange
IntelliSnap VSA Proxy

BAND 3: COMMVAULT COMPONENTS, ADVANCED APPLICATIONS, & INTELLISNAP AGENTS – SELECT UP TO 10

SERVICE DESCRIPTIONS
CommServe – DR
Commvault Software Feature – Adv. Reporting (v10 Metric Pack)
NDMP Clients
Web Search Server
Documentum
Microsoft SQL
Compliance Archiver (Exchange/Notes)
Lotus Notes Archiver
SharePoint Archiver
IntelliSnap MS SQL
IntelliSnap Filesystem

BAND 4: DATABASE AND DATABASE INTELLISNAP AGENTS – SELECT UP TO 2

SERVICE DESCRIPTIONS
Commvault Software Feature – Search Engine
Commvault Software Feature – Web Self-Service
DB2
PostgreSQL
Informix
MySQL
Sybase
IntelliSnap DB2
IntelliSnap Oracle
IntelliSnap SAP for Oracle

BAND 5: ADVANCED DATABASE AND SAP – ONLY SELECT 1 IF NOT SELECTING ANY SERVICES IN BAND 4

SERVICE DESCRIPTIONS
Oracle
SAP for Oracle/ MaxDB

▶ SERVICE DURATION

Subject to Customer satisfying the “Customer Responsibilities” specified above, Commvault estimates that it will complete the onsite Services engagement within 2 weeks during normal business hours after the actual start date. See Table 1 for example work structure and estimates. Service is performed on consecutive days starting on Monday or Tuesday within Commvault business hours. Once services commence, they may not be rescheduled or delayed by Customer. If additional days are necessary to complete the services, Customer may purchase such additional days at agreed to rates.

Table 1: Example Work Breakdown Structures Estimates

TIMELINE	ESTIMATED TASKS & ACTIVITIES
Pre-site	<ul style="list-style-type: none"> • Kick-off call with Customer and Commvault facilitated by Project Management resource. • Prior to the start of any services associated with this engagement, the Consulting Engineer will complete an initial validation of the environment to confirm engagement readiness (offsite)
Day 1	<ul style="list-style-type: none"> • Project Management resource schedules meetings and delivers status as appropriate. • Meet with the Customer to ensure that the environment and operational implementation requirements such as hardware, software, and infrastructure are met • Meet with the Customer and complete whiteboard design • Meet with the Customer to provide the implementation plan • Meet with the Customer to schedule the engagement’s configuration tasks • Install and configure Commvault CommServe(s) & MediaAgent(s) software using latest Commvault Media Kit with the latest Major Service Pack • Configure Single Sign On for Active Directory authentication and appropriate permissions for users designated by the Customer who need to login to the Commvault platform
Day 2	<ul style="list-style-type: none"> • Configure data protection storage targets • Configure storage (dedupe enabled if customer purchased) and schedule policies • Install and configure agents per scope limits • Begin initial data backups on installed agents
Days 3-4	<ul style="list-style-type: none"> • Continue agent installation(s) and configuration(s)

Day 5 Remote	<ul style="list-style-type: none"> • Begin "As Built" documentation
Days 6-8	<ul style="list-style-type: none"> • Continue agent installations from previous week • Install database agents OR advanced database agent OR SAP agent
Day 9	<ul style="list-style-type: none"> • Conduct a basic product Functional Overview to familiarize the Customer with the Commvault software, demonstrating the normal operations as installed in the Customer's environment • Configure health and metrics data sent to cloud.Commvault.com • Create login for cloud.Commvault.com and provide overview of the site • Verify Maintenance Advantage access and provide overview of the site • Introduce customer to Commvault documentation site • Configure email for CommCell alerting and reporting per default schedules. Disable default alerts per customer's request
Day 10 Remote	<ul style="list-style-type: none"> • Finish the "As Built" documentation and deliver to the Customer for project completion

▶ CUSTOMER RESPONSIBILITIES

- Provide a minimum of one dedicated technical resource with system administration responsibilities and required system access privileges to perform this service outlined in this Services Brief.
- Make appropriate system maintenance window(s) available for Commvault (or authorized agents) as needed during normal business hours
- The Customer will complete the Commvault Pre-Engagement Questionnaire as electronically provided to the Customer Primary project contact. Services are not scheduled until this online Questionnaire is completed and returned to Commvault.
- Ensure all environment and operational requirements are met prior to implementation
- Provide access to the Customer's systems and networks as necessary to perform the services during normal business hours, or at mutually agreed times
- Provide support from technical support teams for all vendors and third parties as necessary
- Assume all responsibility for external network connectivity, performance, and configuration issues
- Verify the equipment location (work site) is prepared to perform the engagement services
- Provide basic configuration information for network and authentication requirements
- Provide installed and tested power, network, and telephone connections including WAN connectivity. All networking related issues will be remanded to the Customer's Network Administration Group
- Provide an environment that there are no KNOWN gross defects with the media and hardware associated with the solution proposed by Commvault
- Complete a backup of all legacy data prior to the commencement of the services
- Setting policies, configurations and rules (i.e. data retention schedules and frequency) for the system

THE CUSTOMER SITE PREPARATION REQUIREMENT ASSUMPTIONS

- Commvault assumes that the Customer has contracted for hardware installation support, and that this installation will be completed prior to the start of any software integration effort associated with this engagement
- The Customer personnel, only, will complete the following outlined tasks:
- Storage Target (disk / tape) connectivity per Commvault specifications available at documentation.commvault.com at each Data Center location for connection to the Commvault MediaAgent(s);
- HBA installation for Commvault MediaAgent, including vendor recommended drivers for the MediaAgent's OS
- Physical connection of tape and disk devices to the MediaAgent(s) at each Data Center;
- Installation of tape media in tape libraries / drives AND / OR formatting of disk volumes associated with Commvault Disk Libraries at each site;
- Provision of appropriate Administrator access to the proposed CommServe(s), MediaAgent(s), iDataAgent(s) at each Data Center.

Commvault Training enables your staff to leverage the full Commvault® software environment, maximizing return on investment. We offer a range of flexible course format options to meet your individual time and budget requirements.

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▶ SERVICE SCOPE EXCLUSIONS/CHANGES

Any additions or changes to engagement scope must be stated in a separate Commvault Change Request Form (CRF) detailing the changes, and the impact on pricing, and schedule.

Only the services explicitly set forth above are included in this engagement. The following services are specifically excluded:

- Modification of the Customer's application software
- Multiple, basic installation services requiring project management services
- Development of personalization solutions including scripting, workflows, or QCommands
- Testing requiring more than 1 day of Commvault effort
- All iDataAgents not listed in scope defined above and specifically (and not limited to)
 - o Cloud integration (as a target or in the cloud)

▶ PROJECT RISK

Typical options for risk remediation include:

- Reduce scope to meet project timeline
- Project Change Request (PCR) to purchase additional Commvault personnel project days
- Service and T&M Fee Invoicing Schedule

- The Services described in this Services Brief are delivered on consecutive days during Commvault's normal business hours (8:00 A.M.–6:00 P.M. local time, M–F, excluding Commvault and local holidays)
- Invoices are issued upon Commvault's receipt and approval of the Customer's purchase order
- Customer authorizes Commvault to invoice for and shall pay additional amounts related to performance outside Commvault's normal business hours or consecutive days

Delays in the provision of the defined services stemming from lack of access to host(s), Data Center(s), or personnel deemed critical to the completion of the engagement. Commvault shall have no liability for consequential or special damages, including lost profits or loss of data. In no event shall Commvault's liability exceed the amount paid for these services. The purchase of software, if any, is not contingent on the completion of the services.

▶ ORDERING INFORMATION

IC-CONS-QS-PLUS

Commvault QuickStart Plus is a packaged time and materials implementation and configuration service to be delivered over 10 contiguous days. Related travel is included. For more information please refer to detail in this services brief.

ED-TR-UNIT – 75 EDUCATION TRAINING UNITS (RECOMMENDED)

Unit of Training toward any Instructor-Led Training (ILT) courses conducted at a public facility, or toward any virtual ILTs (vILT) or any self-paced Web-Based Training (WBT) products.

- ▶ See Commvault Education Services website for all course descriptions, schedules, WBT products, and training credit requirements. <https://ea.commvault.com/Education>.

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