SharePlex Foundation (5-Day, onsite)

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:

PROJECT MANAGEMENT

- Meet with Customer to define the scope of the implementation Activities to be provided
- Document the planned Activities in the "**Project Plan**".
- Provide ongoing project management such as schedule coordination, documentation, escalation, and knowledge transfer

ARCHITECTURE REVIEW, IMPLEMENTATION, AND KNOWLEDGE TRANSFER

As described in the Project Plan:

- Review Customer's current architecture and desired implementation, including one or more of the following use cases:

  - Reporting
  - Disaster Recovery
  - Consolidation
  - Distribution
  - Migration (Oracle Updates, Oracle to non-Oracle DBs)

- Configure, deploy, and test SharePlex implementation within Customer's Dev/Test/QA environment

- Configure and deploy SharePlex implementation within customer's production environment

- Provide knowledge transfer to Customer's system administrators and/or DBA's on:

  - SharePlex fundamentals
  - Conflict resolution
  - Multi-port replication
  - Tuning and troubleshooting

OTHER TERMS

- If this Services Offering is to be performed onsite, travel and living expenses [are included/will be billed in accordance with the agreement that governs this Services Offering]. Project management is always provided remotely.
- Any of the Days or project management hours that remain unused one year from the day this Services Offering is purchased will expire without a right to refund.
- The Days will be provided consecutively, on Quest's business days between the hours of 8:00 AM – 5:00 PM (Customer local time).
- Each group of Days must be scheduled at least 15 days in advance.