

Active Directory Recovery as a Service

– Additional Forest

Description

Active Directory Recovery as a Service is an annual subscription offered to new and existing Recovery Manager for Active Directory Disaster Recovery Edition (RMAD DRE) customers.

This service adds additional one or more Active Directory Forests, as determined by the additional add-on Forests purchased, to Customer's existing Active Directory Recovery as a Service subscription.

Prerequisites and assumptions

As part of the Active Directory Recovery as a Service offering, Customer agreed to cooperate with Quest in its delivery of the Services and to the following responsibilities (which apply to the added Forest(s)):

- RMAD DRE is currently under an active maintenance contract for the duration of this subscription.
- Participation in Customer Disaster Recovery training or simulation events are not included with this offering.
- All activities will be performed remotely utilizing phone and web conferencing.
- Customer will commit a technical resource on a full-time basis to work with the Quest consultant and provide assistance as necessary.
- Customer will provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress. The activities described above is a general description of software consulting services that Quest may provide during the subscription year
- Customer agrees to make recommended changes (in a timely manner) to the RMAD DRE platform configuration by the Quest PSO team to maximize AD Forest recovery operability
- Quest will provide critical incident response services as described above, for a maximum of two (2) qualified incidents during the subscription year.
- Customer's AD environment has adequate bandwidth and is not hindered by firewalls for remote agent installation.
- Customer can allow specific ports and URL access from Recovery Manager for AD to connect to On Demand, in order to perform the integration (optional, only for existing Recovery Manager for AD customer).
- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment. Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements and planning document.

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SKU

ADR-ATA-PP ACTIVE DIRECTORY RECOVERY AS A SERVICE – ADDITIONAL FOREST