

ERWIN EXPERT ASSIST - PREPAID

Overview

The **ERWIN EXPERT ASSIST - PREPAID** service is sold as a monthly pre-packaged offer specifically designed to assist Customer with the ongoing implementation and configuration of the erwin Suite. The service provides customers with the levels of expert support required to address core functionality, provide upgrades and migrations, expert enterprise roll-out, and guide their erwin journey along the way.

The **ERWIN EXPERT ASSIST - PREPAID** consists of assistance of up to **20** hours per month with the following:

- Upgrades and migrations
- Troubleshooting and support ticket management and escalation
- End user support.

erwin Data Intelligence (DI)

- Support for enterprise roll-out, including support in scanning additional sources
- Business Glossary maintenance
- Manual Mapping support
- Resource Manager Management

erwin Data Modeler (DM)

- Support for enterprise roll-out, including support in importing up to two supported database sources.
- Model review for best practices.
- Assistance with model creation, reverse engineering, and forward engineering.
- Configuration of naming standards, domains, and model templates.
- Assistance on repository management (Mart).
- Assistance on erwin ER360 (if applicable)

The benefits of leveraging the **ERWIN EXPERT ASSIST - PREPAID** include:

- Ensure quick and efficient installation.
- Expert enablement of features.
- Quickly and effectively identify targeted technologies and their implementation requirements.
- Accelerated enterprise-wide time to value.
- Working together, we help you define your vision and operationalize it so that you can gain—and sustain—competitive advantage.

Activities Descriptions

The Quest erwin PSO (Professional Services Organization) team will work closely together, in a collaborative and agile way, with the Customer project team to address the mutually agreed-upon tasks and activities on a weekly basis for up to **20** hours a month. Tasks and activities will be

outlined, prioritized, and estimated to ensure Customer's needs are being met. Including, but not limited to:

Upgrades and Migrations

Our infrastructure specialists and technical consultants will support Customer as follows:

- Provide Customer with the necessary infrastructure diagrams for the installation/upgrade of erwin.
- Review and validate installation/upgrade and configuration of all prerequisites.
- Coordinate Customer resources, as required by Customer, in preparation for the installation/upgrade process.
- Install/upgrade separately purchased components of erwin.
- Confirm the operation and functionality of the installed/upgraded components.

Troubleshooting Support Issues

The Quest erwin PSO Consultants will work together with Customer to address any raised Customer Support Issues, speeding up time to resolution and providing a concierge support liaison.

- Review and manage open support tickets.
- Provide liaison to the support team to ensure all required documents, logs, screenshots, and replicated data are forwarded to the Support team.
- Actively work with Support on the resolution of issues
- Implement the provided Support fixes and validate the resolution.
- Issue reporting and escalation as needed.

Support for Enterprise Roll Out

Our consultants and architects will work closely with the Customer-designated teams, end-users, and stakeholders to:

- Identify additional sources to be scanned based on Customer-provided use cases and direction
- Ensure Customer is licensed for all needed technologies

End User Support

The Quest erwin PSO team will work together with the Customer project team to help End Users with issues and questions regarding topics including:

- Most effective strategies when rolling out to new user groups enterprise-wide.
- Product questions as responded to by a direct liaison.
- Customer enhancement requests and feedback

DI Business Glossary Maintenance

Knowledge support and handholding related to the activities described below:

- Uploading terms for new business units
- Updating and/or resolving issues in workflows
- Designing new workflows
- Adding new catalogs as needed

DI Manual Mapping Support

Throughout the project, the Quest erwin PSO team will support the scanning and mapping, such as:

- Upload and validate manual mappings
- Identify areas where manual mappings are required

DI Resource Manager Management

Throughout the project, the Quest erwin PSO team will support the Resource Manager as follows:

- Setting up new users
- Setting up new roles
- Troubleshooting LDAP/SSO issues

DM Mart User Management

Throughout the project, the Quest erwin PSO team will support the Mart User Management as follows:

- Setting up users
- Setting up new profiles
- Configuring LDAP/SSO

DM Mart Catalog Management

- Setting up folder structure
- Setting up access to users on catalogs

Data Modeler key features assistance

- Assistance on:
 - Re-usability features
 - Standardizations
 - Model Management

Conditions and Limitations

Limitations

The **ERWIN EXPERT ASSIST - PREPAID** Package is a monthly erwin Professional Services package that provides up to **20** hours per month and can be sold in any number of monthly increments. Services shall not exceed **20** hours in any month covered under the subscription term.

- Services are sold in monthly increments, each providing up to twenty (20) hours. Total hours may be used flexibly over a one (1) year period from the purchase date, but no more than twenty (20) hours may be used in any single calendar month. Unused hours expire after one (1) year from the purchase date.

Prerequisites and Assumptions

- The scope of the performed installation or upgrade is defined by the procured erwin DI/DM license.



- Scope of any managed services is per purchased and licensed DI/DM Modules.
- Services do not include Travel & Expenses. Travel & Expenses will have an additional cost if incurred solely due to a request by Customer and will be invoiced at cost. All travel must be preplanned through project management.
- If Customer desires the Quest team to perform the installation and/or configuration activities itself rather than guiding the Customer team in such activities, all VPN access, VDI/desktop access, standard and privileged accounts, and all other required connectivity must be set up and in place to ensure the Quest PSO team's activities can be completed remotely, and the Quest PSO team will not be responsible for any delay or inability to perform the activities to the extent caused by Customer's internal requirements to provide such access to the team. Otherwise, the Quest team will guide Customer IT resources through the defined activities.
- Customer will ensure relevant business and technical resources are identified and available to participate in defined activities, answer questions, and complete validation as scheduled or needed.

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