erwin Power BI Fixed Fee Prepaid Customer Cartridge Service Offering Description

OVERVIEW

The Power BI Chrome Browser Plugin (BI Plugin) provides a unique data-at-your-fingertips solution for Microsoft Power BI (Power BI) Reports. The BI Plugin can scan an active Power BI tab with a report open and fetch the relevant information from erwin Data Intelligence Suite (erwin DI) and display it in a side panel on the same Google Chrome (Chrome) browser.

The erwin Power BF Fixed Fee Prepaid Custom Cartridge services package is an implementation support package designed to assist Customer with the deployment of the BI Plugin. For clarification, the license to the BI Plugin is purchased as part of a separate SKU from this services package.

IMPLEMENTATION ACTIVITIES

Quest will deliver the following remotely:

Initialization

Quest will schedule an initial one (1) hour web conference with Customer's current erwin DI administrator/s and other Customer SMEs to:

- Gain a high-level understanding of Customer's current erwin DI implementation.
- Provide and review the BI Plugin functional description.
- Agree on a plan for the deployment of the BI Plugin.

Deployment

Quest will assist Customer with initial deployment(s) of the Customer-licensed BI Plugin based on the plan agreed above.

Support

Any issues post implementation should be logged by Customer with Quest via the Quest Support website, and support cases will then be routed to the Quest Professional Services team. Requests for advice on compatibility with software versions should also be logged by Customer in this manner.

PREREQUISITES AND ASSUMPTIONS

- All Services will be delivered remotely.
- Quest uses Microsoft Teams for web / teleconferencing, however, an equivalent Customer solution can be used by mutual consent.
- This Services offering expires twelve (12) months from the date of purchase.
- No Services shall be performed during local, state, or federal holidays unless expressly agreed upon in writing and coordinated by Customer and Quest.

- The Services will be delivered in the English language, unless otherwise agreed upon by Customer and Quest.

Customer will:

- Designate in writing a single point of contact, and all communications regarding the Services will be addressed by Quest to this single point of contact.
- Ensure relevant technical resources are identified and available to participate in deployment planning and execution.
- Ensure connectivity between local system and erwin DI server.
- Ensure the target environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the erwin DI installation guide.
- Ensure all VPN access, VDI/desktop access, standard and privileged accounts, and all other required connectivity is in place to ensure Quests activities can be completed remotely if Customer requires Quest to perform the physical installation; otherwise, where Customer personnel will perform the installation, Quest will guide Customer IT resources through the defined phases.

SKU

PCC-ERW-PP	ERWIN POWER BI FIXED FEE PREPAID CUSTOM CARTRIDGE	Pre-paid