

Quest Guardian - Managed Recovery Service

Additional Forest

Overview

Quest Guardian - Managed Recovery Service is an annual subscription offered to new and existing Quest Guardian customers. This service adds additional one or more Active Directory Forests, as determined by the additional add-on Forests purchased, to your existing Quest Guardian - Managed Recovery Service subscription.

Prerequisites and Assumptions

As part of the Guardian Managed Recovery Service offering, you agree to cooperate with Quest in its delivery of the Service and to the following responsibilities:

- Quest Recovery Manager and Identity Recovery are currently under an active maintenance contract for the duration of this subscription.
- Participation in additional Customer Disaster Recovery training or simulation events are not included with this offering.
- All activities will be performed remotely utilizing phone and web conferencing.
- You will commit a technical resource on a full-time basis to work with the Quest consultant and provide assistance as necessary.
- You will provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress. The activities described above are a general description of software consulting services that Quest may provide during the subscription year.
- You agree to make recommended changes (in a timely manner) to the Quest Recovery platform configuration by the Quest PSO team to maximize AD Forest recovery operability.
- Quest will provide critical incident response services as described above, up to seventy-two (72) hours during the subscription year. Upon your request, Quest will provide additional services based on Quest current services rates, billed according to the terms in the services agreement governing these Services.
- You may schedule additional business continuity consulting services, such as quarterly disaster recovery testing, utilizing the Quest current services rates, billed according to the terms in the services agreement governing these Services.
- Your AD environment has adequate bandwidth and is not hindered by firewalls for remote agent installation.

- You can allow specific ports and URL access from Recovery Manager for AD to connect to the Quest SaaS platform, in order to perform the integration (optional, only for existing Recovery Manager for AD customers).
- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment. You will secure and prepare the necessary hardware and prerequisites, as listed in the System Requirements and planning document.

SKU	
DRA-ATA-FF	Quest Guardian - Managed Recovery Service – Additional Forest