

SharePlex Expert Assist – Prepaid

Overview

The **SharePlex Expert Assist** service is a pre-packaged offering designed to assist you with the implementation and configuration of SharePlex. The service provides you with the levels of expert support required to address core functionality, support upgrades and migrations, deliver expert enterprise rollouts, and assist your SharePlex implementation along the way.

Outcomes

The **SharePlex Expert Assist Package** consists of assistance of up to **twenty (20) hours**; these hours can be used for the following types of activities:

- Deployment Architecture changes
- Upgrades and Migrations
- Health Check
- Troubleshooting and support ticket management and escalation

The benefits of leveraging the **SharePlex Expert Assist Package** include:

- Ensure the quick and efficient installation and configuration of SharePlex
- Expert Enablement of Features (named queues, horizontal partitioning, conflict resolution, etc.)
- Identify potential performance, configuration, and availability improvements
- Working together, we help you define your vision and operationalize it, so you can gain and sustain competitive advantages.

Approach and Activities

The Quest PSO (Professional Services Organization) team will work closely together, in a collaborative and agile way, with you and the project team to address the mutually agreed-upon tasks and activities as needed, up to **twenty (20) hours**. Tasks and activities will be outlined, prioritized, and estimated to ensure your needs are met. Including, but not limited to:

Deployment Architecture changes

The Quest PSO Consultants will work with you if architecture changes are required.

- Evaluate and analyze existing deployment architecture

- Make recommendations about changes to the architecture based on upcoming or existing changes
- Make recommendations about changes to the current architecture based on best practices and findings from the health checks
- Evaluate current monitoring options and provide recommendations based on availability requirements
- Provide documentation for the changes, including infrastructure diagrams.

Upgrades and Migrations

Our infrastructure specialists and technical consultants will support you to:

- Provide documentation with the necessary infrastructure diagrams for the installation/upgrade of SharePlex
- Migrating SharePlex software components to new servers if required
- Review and validate installation/upgrade and configuration of all prerequisites
- Coordinate with your resources, as required by you, in preparation for the installation/upgrade process
- Install/upgrade of SharePlex to current license version
- Confirm the operation and functionality of the installed/upgraded components and perform post-installation/upgrade checks

Health Check

During the health check, our professional services consultant will provide a technical assessment of your deployment to identify and prioritize system improvements.

- Review current configuration and performance, and validate current use case scenarios
- Identify existing issues and bottlenecks
- Uncover current performance, configuration, and availability problems and get recommendations for resolving them
- Create baseline performance reports for the current configuration and after the recommended changes
- Review best practices for ongoing optimal system performance
- Provide a comprehensive report with findings

Troubleshooting Support Issues

The Quest PSO Consultants will work together with you to address any raised 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 provided Support fixes and validate the resolution.
- Issue reporting and escalation as needed.

Conditions and Limitations

Limitations

- The **SharePlex Expert Assist Package** provides up to **twenty (20) hours** of Professional Services. Services shall not exceed **twenty (20) hours** per package purchased.
- Unused hours will expire concurrently with the subscription term of the Shareplex licenses purchased in the same order with this **Shareplex Expert Assist Package**.

Prerequisites and Assumptions

As part of the offering, you agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- SharePlex environment implemented and on a supported version
- This service is delivered Monday – Friday, 9:00 AM – 5:00 PM EST
- No service activities shall take place during local, state, and/or country holidays unless other arrangements have been coordinated through Quest.
- Quest uses Microsoft Teams for web conferencing. However, your equivalent solution can be used by mutual consent.
- The Service will be delivered in the English language, unless expressly agreed upon in writing and coordinated by you and Quest.

You will:

- Assign a single point of contact for co-ordination who will provide access to appropriate resources to participate in the project that have necessary administrator privileges to the connected network and associated systems.
- Accept the limitations of SharePlex product as documented in the Release Notes.
- Have valid licenses for all Quest and third-party software product(s) applicable to the engagement and be current on support services for such products.

SKU	
DCF-SPX-PP	SHAREPLEX EXPERT ASSIST PREPAID