

Installation Services

Unitrends™

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INSTALLATION SERVICES

Unitrends is a vertically integrated data protection company committed to delivering a superior customer experience, to lower our customer's total cost of operations, and to raise our customer's return on investment. In short, our goal is to allow our customers to focus on their business rather than focusing on data protection. Our customer installation services are an optional component of that integration.

Unitrends invests heavily in [customer support](#); we believe it is one of the things that sets us apart in terms of our success in delivering a solution instead of just a set of disparate products. We also don't offshore our customer support - we continuously re-invest in our support in order to meet our customer's high standards. We don't know of any other way to offer truly dazzling customer support.

All of our installation service offerings are based on the deliverables to customers rather than being based on the number of on-premise appliances we sell. We price this way so that a customer who needs multiple data protection appliances can avail themselves of our installation services without a pricing penalty for having more than one on-premise data protection appliance. Our installation services are offered on a per-premise basis.

Before you purchase any of these installation packages, you should perform a self-assessment. Installation difficulty is typically driven by two factors: the complexity of your IT environment and the knowledge and technical experience that you have regarding your environment. There are videos and documentation available to allow you to perform the installation yourself - just make sure that you have the time to watch and read them in addition to an excellent working knowledge of your IT environment.

SURESTART

SureStart is our entry-level remote installation service. It is designed for customers who either have minimal installation requirements or who wish to do most of the installation on their own.

SureStart includes the following activities:

- Identify and create a cross-company installation team
- Define and distribute roles and responsibilities document documentation
- Provide and ensure that documentation- and video-based training has been completed
- Identify data protection goals and objectives
- Hold kick-off meeting
- Review and discuss best practices
- Confirm user roles and administration rights
- Determine file backup strategy
- Determine Vault2Cloud vaulting strategy (if Vault2Cloud is desired)
- Create user roles and administration rights
- Implement Vault2Cloud (if Vault2Cloud is desired)
- Determine similar BareMetal backup strategy
- Implement file backup for one clients
- Analyze backup status after initial schedule run

- Test file restore
- Hardware certification test for BareMetal for up to one server

SURECARE

SureCare is our standard remote installation service. It is designed for customers who have average installations and installation requirements or those that wish to perform installation on their own but want an experienced person working with them on more of the core installation steps than are available with SureStart. SureCare may also be used for cross-vaulting on a per-premise basis or in a stand-alone manner to install a vault at a location.

Our SureCare level includes all of the attributes of our SureStart installation level plus the following activities:

- Determine archiving strategy
- Determine Exchange backup strategy
- Determine SQL backup strategy
- Determine dissimilar BareMetal backup strategy
- Determine private vaulting strategy
- Determine cross-vaulting strategy
- Review dissimilar BareMetal driver identification
- Review dissimilar BareMetal driver downloading
- Implement file backup for up to ten clients
- Implement similar BareMetal for up to ten clients
- Implement archiving for up to one schedule
- Implement private vaulting for a single on-premise location to a separately installed private vault
- Implement cross-vaulting for a single on-premise location to a separately installed cross-vault
- Evaluate Exchange Server database integrity for one server
- Implement Exchange Server for one server
- Implement Exchange Quantum Recovery (EQR)
- Implement dissimilar BareMetal for one client
- Test file-level archiving restore
- Hardware certification test for BareMetal for up to ten servers

SureCare is also available as an onsite installation service.

SURECOMPLETE

SureComplete is our highest-level remote installation service. It is designed for customers who have larger installations and installation requirements or those that wish to perform installation on their own but want an experienced person working with them in a highly involved manner with respect to more of the core installation steps than are available with SureCare.

Our SureComplete level includes all of the attributes of our SureCare level plus the following activities:

- Review and discuss applicable regulatory issues
- Determine custom reporting requirements
- Identify test restore requirements
- Implement file backup for up to twenty-five clients
- Implement similar BareMetal backup for up to twenty-five clients
- Implement dissimilar BareMetal for up to ten clients
- Implement up to three custom reports
- Implement private vaulting for up to three locations

- Implement cross-vaulting for up to three locations
- Implement archiving up to three schedules
- Evaluate Exchange Server database integrity for up to five servers
- Implement Exchange Server backup for up to five servers
- Implement SQL Server for up to five servers
- Implement any form of clustering
- Hardware certification test for BareMetal for up to twenty-five server

SureComplete is also available as an onsite installation service.

UNITRENDS MATRIX OF PER-PREMISE INSTALLATION OPTIONS

Legend: ● Standard ⌘ Optional ∅ Not Available

Installation Services	SureStart	SureCare	Sure-Complete
Pre-Planning			
Creation of cross-company installation team	●	●	●
Roles/responsibilities defined	●	●	●
Video-based training completed	●	●	●
Documentation-based training completed	●	●	●
Planning			
Identify data protection goals and objectives	●	●	●
Hold kick-off meeting	●	●	●
Review and discuss best practices	●	●	●
Confirm user roles and administration rights	●	●	●
Determine file backup strategy	●	●	●
Determine Vault2Cloud vaulting strategy	●	●	●
Determine similar BareMetal backup strategy	●	●	●
Determine archiving strategy	∅	●	●
Determine Exchange backup strategy	∅	●	●
Determine SQL backup strategy	∅	●	●
Determine dissimilar BareMetal backup strategy	∅	●	●
Determine private vaulting strategy	∅	●	●
Determine cross-vaulting strategy	∅	●	●
Review dissimilar BareMetal driver identification	∅	●	●
Review dissimilar BareMetal driver downloading	∅	●	●
Review and discuss applicable regulatory issues	∅	∅	●
Determine custom reporting requirements	∅	∅	●
Identify test restore requirements	∅	∅	●

Installation Services	SureStart	SureCare	Sure-Complete
Implementation			
Create user roles and administration rights	●	●	●
Implement Vault2Cloud	●	●	●
Implement file backup for 1 client	●	●	●
Implement similar BareMetal for 1 client	●	●	●
Implement file backup for up to 10 clients	∅	●	●
Implement similar BareMetal for up to 10 clients	∅	●	●
Implement archiving up to 1 schedule	∅	●	●
Implement private vaulting (single location)	∅	●	●
Implement cross-vaulting (single location)	∅	●	●
Evaluate Exchange integrity for 1 server	∅	●	●
Implement Exchange for one server	∅	●	●
Implement Exchange Quantum Recovery (EQR)	∅	●	●
Implement SQL Server for one server	∅	●	●
Implement dissimilar BareMetal for one client	∅	●	●
Implement file backup for up to 25 clients	∅	∅	●
Implement similar BareMetal for up to 25 clients	∅	∅	●
Implement dissimilar BareMetal for up to 10 clients	∅	∅	●
Implement up to 3 custom reports	∅	∅	●
Implement private vaulting for up to 3 on- /off-premise locations	∅	∅	●
Implement cross-vaulting for up to 3 on- /off-premise locations	∅	∅	●
Implement archiving up to 3 schedules	∅	∅	●
Evaluate Exchange integrity for up to 5 servers	∅	∅	●
Implement Exchange Server for up to 5 servers	∅	∅	●
Implement SQL Server for up to 5 servers	∅	∅	●
Implement for any form of clustering	∅	∅	●
Testing			
Analyze backup status after initial schedule run	●	●	●
Test file restore	●	●	●
Hardware certification test for BareMetal for one server	●	●	●
Hardware certification test for BareMetal for up to 10 servers	∅	●	●
Hardware certification test for BareMetal for up to 25 servers	∅	∅	●

SUREVAULT

SureVault is our private vaulting remote installation service. It is designed for customers who have purchased private vaulting and want it to be installed and integrated into their off-premise environment.

SureVault includes the following activities:

- Identify the disaster recovery strategy
- Establish the WAN bandwidth available for private vaulting
- Load the data necessary to seed the private vault from the on-premise appliance
- Seed the private vault
- Establish the connection with the customer's WAN and the vault
- Establish an OpenVPN-based transport on both the on-premise and off-premise sides
- Assign roles and responsibilities associated with the vault
- Set up the structure of the monitoring and management on-premise appliances separate from the vault (if desired by the customer)
- Configure the on-premise appliance to begin vaulting
- Set up the synchronization associated with the vault on the on-premise appliance side.
- Set up the throttling of the WAN on the on-premise side (if desired by the customer)
- Test the first synchronization; raise the available bandwidth or lower the amount of data protected if insufficient WAN bandwidth exists for daily synchronization
- Test and confirm a file restore from the vault to the on-premise appliance

SureVault is also available as an onsite installation service.

SUREONSITE

As noted in the SureCare, SureComplete, and SureVault descriptions, an onsite service is available in which a Unitrends-certified engineer will come on site to perform these installations. This is available at an additional price to the remote installation service price. SureOnsite's additional price includes all travel-related expenses.

HOW DO I FIND OUT MORE ABOUT UNITRENDS SUPPORT?

Simply contact us at [US] [866.359.5411](tel:866.359.5411) or at sales@unitrends.com

You can also find out more by going to <http://www.unitrends.com>.