

Symantec Enterprise Vault – Exchange Archiving



The installation consultant will install and configure the Enterprise Vault software.

Key Benefits:

- The customer will benefit from the technical experience and expertise in a guided installation
- The customer will have confidence they can proceed to use the Enterprise Vault solution and that it will satisfy their needs for the period specified by the consultant.
- The customer will save time and future discrepancies that would otherwise occur from an unguided installation.

Service Scope:

The installation procedure will be delivered in the following pre-defined stages:

- Arrival at client site followed by a planning meeting with relevant personnel to outline expectations and delineate configuration requirements
- Ensure sufficient system access and permissions are available to complete the implementation.

Following this, Partner Services seek to establish that the systems involved are stable and within a satisfactory base level. This will include:

- Verifying current OS and Exchange Patch level
- Verifying all network components are working correctly. i.e. DNS and TCP/IP
- Verifying SQL server is running as required and meets prerequisites
- Advise on any updates required.

Partner Services will then:

- Install required Windows components on the Enterprise Vault server
- Install Enterprise Vault
- Install Exchange server OWA extensions
- Configure Enterprise Vault then setup and apply rules and policies
- Verify all rules, policies and configuration is working correctly
- Assist and advise the customer how to backup the Enterprise Vault
- Functional and handover testing demonstrated to the customer
- Skills transfer of the product
- Offsite Documentation of Enterprise Vault configuration.

Deliverables:

- Installation of a single Enterprise Vault server with either the Enterprise Vault 2007 Advanced or Standard Mailbox Optimization license bundles for up to 4000 users
- Rules and parameters configured in line with the customers requirements.

Exclusions:

The package does not include:

- Delivery outside the normal working hours (09:00 – 17:30 Monday to Friday)
- Documentation other than the configuration of Enterprise Vault
- Any migration/backup/restoration of *live* customer data
- Any changes to other customer appliances other than those specified by the consultant prior to the implementation
- The consultant will only enable up to 5 users (includes user extension installation) for archiving and offline vault to verify Enterprise Vault is working correctly
- The consultant will enable only 1 public folder to verify public folder archiving functionality.
- The consultant will only migrate up to 3 PST files to verify functionality.

Customer Responsibilities:

The customer must ensure:

- Systems meet all Symantec Enterprise Vault system requirements (including but not limited to the Enterprise Vault server, exchange and file servers to be archived). Details of system requirements can found at www.symantec.com
- Sufficient downtime has been scheduled if required
- Enterprise Vault Software and licensing has been purchased and is onsite
- Microsoft Outlook 2003 and Exchange Server Media is available for use
- A Microsoft SQL Server (2000 SP3 or later) with reporting functionality should be available to store Enterprise Vault Databases
- Customer SQL database administrator is available throughout the install
- Customer Exchange administrator is available throughout the install
- Customer Active Directory / DNS administrator is available throughout the install

Acceptance Criteria:

- Enterprise Vault if correctly installed and configured

The customer, with the guidance of the Enterprise Vault

consultant will then successfully test the following:

- Data is being successfully archived to the vault
- Shortcuts are then in place and working
- Data can be pulled back from the Vault.

The above services are delivered during normal business hours (0:900 – 17:30) Monday – Friday, excluding bank holidays.