



*LightSpeed PM*  
A QUEST PREFERRED PARTNER

## SharePlex Health Check Advanced

### Description

This offering is supplemental to the SharePlex Health Check. All the value-added activities contained in the SharePlex Health Check are included as well as the addition of the SharePlex Manager Add-on components you have implemented in your environment.

This service may be purchased separately but is intended to be purchased in conjunction with SKU LSPM-QUEST-SPXHC-PPD for optimal results.

SharePlex Manager provides Performance Monitoring for SharePlex via a web-based GUI and built on the famous Foglight Performance Infrastructure Monitoring Core. It can be installed as a standalone product without additional licensing.

### Duration

All hours are additive to the Health Checks core requirements

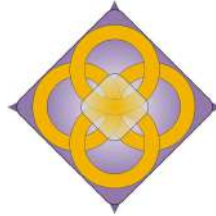
- Up to 8 hours may be performed by the Consultant for implementation and knowledge transfer
- Up to 4 hours of design assessment time
- Up to 4 hours documentation
- Up to 12 hours for implementation and product knowledge transfer
- Up to 4 hours of tuning Rules, Thresholds, and Triggers for alerts
- Up to 8 hours of Project Management

### Overview

Separate hardware is required to run SharePlex Manager. An available virtual or physical Windows or Linux server will be needed for install. The default imbedded database will be configured for this effort. The server intended for this project will need to be made available before any services can be scheduled.

Our Consultant will meet with the Customer to assess all requirements for monitoring, which will include sizing requirements for growth and for data retention, and provide a design document outlining:

- Hardware Requirements
- Security requirements
  - Ports to be opened
  - User ID's and their associated permissions
- Unique configurations



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Customer will be required to deploy the necessary pre-requisites in advance of scheduling the return of the Consultant, after which SharePlex Manager will be installed and configured for monitoring of SharePlex.

Upon completion of configuration, knowledge transfer will be provided on the use of out of the box report, dashboards, and the interface, as well as guidance for best practices for tuning.

**SKU: LSPM-QUEST-SPHCA-PP**

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DISCLAIMER: THIS IS A REMOTE ENGAGEMENT (ONLY) AND WILL BE PURCHASED IN FULL PRIOR TO EXECUTION OF SERVICES. ALL SERVICES ARE DELIVERED EITHER VIA ZOOM OR OTHER REMOTE PRESENTATION TOOLS. CUSTOMERS WILL BE REQUIRED TO DEDICATE A RESOURCE FROM THEIR TEAM WITH ADEQUATE PERMISSIONS AND KNOWLEDGE OF THE CUSTOMER'S ENVIRONMENT TO RESPOND TO INQUIRIES FROM THE CONSULTANT. DUE TO THE USE OF PROPRIETARY CUSTOM TOOLS AND PROCESSES CONFIGURATION SESSIONS ARE DISALLOWED FROM RECORDING. THIS OFFERING HAS BEEN SIZED FOR A SINGLE SITE, SINGLE INSTANCE OF SHAREPLEX MANAGER. ADDITIONAL SCOPING AND/OR PURCHASE MAY BE REQUIRED AND ADDITIONAL HOURS NECESSARY FOR SAME SERVICES TO BE PERFORMED FOR LARGER ENVIRONMENTS WITH MULTIPLE SITES. THIS PACKAGE IS NOT A FIXED FEE DELIVERABLE AND MAY REQUIRE PURCHASE OF ADDITIONAL HOURS IF CUSTOMER REQUIREMENTS DO NOT CONFORM TO THE GENERIC NATURE AND INTENT OF THIS OFFERING. INTEGRATION WITH OTHER PRODUCTS IS NOT IN SCOPE.