

## Datasheet

### Save Time and Drive Maximum ROI with Asigra Installation and Configuration Services



Accelerate your time to revenue by leveraging the experience and knowledge of Asigra certified engineers to install and configure your Asigra software environment. Our engineers will consult directly with your team to share their real-world experiences on best practices for sizing your environment to meet your business needs today and scaling for the future.

The Asigra Installation and Configuration Service (ICS) can be delivered remotely eliminating any lag time due to travel or it can be delivered on-site upon request. Either way our Asigra certified engineers are focused on providing world-class

installation and configuration support to ensure that you get to value faster.

Achieve peace of mind from having your Asigra software environment professionally installed enabling you to focus on your go to market strategy as well as other business priorities.

#### Installation and Configuration Service (ICS) Bundles

Our Installation and Configuration Services are tiered to allow you to select only the level of support that best meets your business needs. Choose any option starting from our basic DS-System (vault)

setup to a full deployment of all the Asigra Cloud Backup™ components. The service can also be customized to meet the exact needs of your business.

#### Getting Started

All ICS engagements begin with a 30 minute online session to review the Pre-engagement Considerations items and identify those relevant to your engagement. The session will also serve to provide clarifications as well as provide information on where and how to obtain the Asigra software and documentation.

## Service Packages and Deliverables

Package ID	Service Time (Hrs)	Service Content
<b>ICS1</b>	<b>4</b>	<ol style="list-style-type: none"> <li>1. Installation and configuration of 1 Standalone DS-System</li> <li>2. Installation and configuration of 1 DS-License Server</li> <li>3. Installation and configuration of 1 DS-Client (None clustered; Does not include backup set creation)</li> <li>4. Creation of 1 File system backup sets (Includes related: Backup Schedule creation, Retention Rule creation and support for initial backup)</li> </ol>
<b>ICS2</b>	<b>12</b>	<ol style="list-style-type: none"> <li>1. Installation and configuration of 1 Standalone DS-System</li> <li>2. Installation and configuration of 1 Replication DS-System</li> <li>3. installation and configuration of 1 DS-License Server</li> <li>4. Installation and configuration of 1 DS-Billing (Does not include policy creation)</li> <li>5. Installation and configuration of 2 DS-Clients (None clustered; Does not include backup set creation)</li> <li>6. Creation of 1 File system backup set, 1 Email backup set and 1 database backup set (Includes related: Backup Schedule creation, Retention Rule creation and support for initial backup)</li> </ol>
<b>ICS3</b>	<b>24</b>	<ol style="list-style-type: none"> <li>1. Installation and Configuration of 1 N+1 DS-System(3 nodes) and 1 N+1 Replication DS-System (3 nodes)</li> <li>2. installation and configuration of 2 DS-License Server( Production and Emergency)</li> <li>3. Installation and configuration of 1 DS-Billing (Does not include Billing policy creation)</li> <li>4. Installation and configuration of 1 BLM</li> <li>5. Installation and configuration of 3 DS-Client (None clustered; Does not include backup set creation)</li> <li>6. Creation of 4 File system backup sets, 1 Email backup set and 1 database backup set (Includes related : Backup Schedule creation, Retention Rule creation and support for initial backup)</li> </ol>
<b>ICS4</b>	<b>36</b>	<ol style="list-style-type: none"> <li>1. Installation and Configuration of 1 N+1 DS-System(3 nodes) and 1 N+1 Replication DS-System (3 nodes)</li> <li>2. Installation and configuration of 2 DS-License Server( Production and Emergency)</li> <li>3. Installation and configuration of 1 DS-Billing (Does not include Billing policy creation)</li> <li>4. Installation and configuration of 1 BLM</li> <li>5. Installation and configuration of 6 DS-Client (Does not include backup set creation)</li> <li>6. Creation of 8 File system backup sets, 1 Email backup set and 1 database backup set (Includes related : Backup Schedule creation, Retention Rule creation and support for initial backup)</li> <li>7. Installation and configuration of 1 Local DS-VDR</li> <li>8. Installation and configuration of 1 instance of Remote DS-VDR</li> <li>9. Installation and configuration of DS-NOC ( Does not include integration with third-party software or any policy creation)</li> </ol>
<b>ICS5</b>	<b>Custom</b>	Custom
<b>ICS-4-me</b>	<b>Custom</b>	Custom

## Exclusions

- The ICS Service does not include architecture and design
- Installation and configuration of Microsoft SQL Server
- Installation and configuration of any operating systems
- Installation and configuration of any network and/or storage infrastructure

## Asigra Installation and Configuration Service



## Pre-engagement Considerations

Prior to an ICS engagement you should have:

1. Architected your desired Asigra environment (Architecture Design service is available via Professional Services if required).
2. Installed and configured all compute, storage and networking infrastructure hardware.
3. Installed, configured and patched all operating systems according to the latest Asigra software support matrix.
4. Installed and configured all required Microsoft SQL Server instances.
5. Ensured that all network infrastructure configurations are completed (including firewall, DNS, etc.)
  - Note on firewall requirements:  
Refer to the DS-Operator guide for a full list of Asigra ports and direction. This document is available on the Asigra software DVD.
6. Ensured that all relevant storage volumes are created and are accessible by the related system(s) that will be using it.

Example:

- BLM Storage volume(s)
  - DS-System Online storage volume(s)  
Note: For a N+1 DS-System deployments all DS-System nodes must have concurrent access to the same file system
7. Obtained any change control approval in advance of the work.
  8. Designated a primary technical resource to coordinate all internal activities as well as provide escorted access to Asigra for each system included in the engagement.
  9. Provide all required administrator-level access to all required servers and systems.
  10. Ensure access to all relevant technical resources required to support all work related to the engagement (Example: DBA, Network Admin, Storage admin, etc.).
  11. Downloaded the latest Asigra software and related hotfixes as well as any other third-party software required by Asigra (Example: PostgreSQL, Java, Apache, etc.).
  12. Have on hand a valid set of Asigra USB HASP Keys (for engagements involving the deployment of a DS-License server).

For more information on the Asigra Professional Services Program, please visit [www.asigra.com/training-support/professional-services](http://www.asigra.com/training-support/professional-services), email us at [professional.services@asigra.com](mailto:professional.services@asigra.com) or contact us at 1-877-736-9901 ext. 1211.

## About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry's first enterprise-class agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra's revolutionary patent-pending Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2010. In 2015, Asigra Cloud Backup was also named the **Top Enterprise Backup Solution** and achieved silver in Storage Magazine's **Products of the Year**.

More information on Asigra can be found at [www.asigra.com](http://www.asigra.com)

