

SilverSky Proprietary

User Provisioning (Users Only) Setup Solution

Applies to Part Number S-200-2239

Setup Overview

We will assign a Deployment Project Manager who will work with you to facilitate the setup of your new Exchange services and manage your implementation onto our services. The Deployment Project Manager will collect all of the necessary information to create your new Exchange organization within our hosted environment, provide administrative training, and provide you with the necessary documentation and information to deploy our services to your end-users.

Setup

This implementation includes:

- Basic setup and implementation of the Exchange mailboxes
- One training session for your Administrators on the web-based administrator tools
- Documentation and assistance on how to change the MX Record for your email domain(s)

This Exchange setup assumes you will leverage your existing desktop support personnel using the desktop deployment documentation and tools we've developed.

We Provide:

1. DNS recommendations and technical assistance for coordination of the MX record transfer and AutoDiscover records for your email domain(s)
2. Initial bulk provisioning of your email accounts. We will provide a user template that includes required and optional information that can be provisioned.
3. Documentation and toll telephone based technical guidance for your email Administrator(s) in installing and configuring the Microsoft Outlook client to access the Services
4. Training on our delegated administration tool and portal to your designated email Administrator(s)
5. Documentation on supported wireless device configurations

Customer Provides:

1. Performing all DNS and network changes necessary for your systems to support the email services purchased
2. A list of the Exchange Mailboxes leveraging the Exchange Mailbox Template we provide
3. Performing all desktop configuration changes needed to access the email services based on documentation provided by the Deployment Project Manager
4. Migrating your legacy mailbox data by leveraging the Outlook client
5. Backing up and restoration of your legacy email data
6. Backing up and restoration of your legacy wireless device data
7. Providing your end-users with the applicable documentation that we provide to the designated email Administrator(s)
8. Migrating your legacy Public Folder data (if applicable)

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Out of Scope

- End-User training
- End-User support from the Deployment Team or Professional Services Team
- Upgrading end-user desktop hardware
- Upgrading end-user desktop operating system
- Migrating end-user desktop or server-based email data
- Bulk provisioning Distribution Lists or Contacts
- Provisioning any attributes not defined in the provided Exchange Mailbox Template

Schedule

- Total project time from start to completion is not to exceed four weeks.

Assumptions

The following assumptions apply to the migration solution:

- You will make all DNS changes based on our recommendations.
- You will follow processes defined by the Deployment Project Manager during the implementation. We are not responsible for any negative impacts as a result of deviating from our defined processes, documentation and approach.
- All workstations that will need the full Exchange connectivity/access to the Exchange systems are running the requirements as stated by Microsoft.
- Desktops not meeting the minimum requirements for RPC/HTTPS will leverage the Outlook Web Access (HTTPS) access method using a web browser.
- Your staff will perform all desktop upgrades, software installations and configurations.

Any changes to the setup approach and/or schedule will require an executed change order form and will result in additional fees as agreed to by both parties prior to any change.

CHANGE ORDER PROCEDURE

The following procedures will be observed for all Change Orders:

Either party may request a Change Order but all Change Orders must be in writing. We may charge a reasonable fee for investigating, preparing or initiating a Change Order at Customer's request.

1. Change Order requests will be processed as soon as is reasonably possible.
2. All Change Orders will be in the form agreed to by the parties, and will be signed by the appointed representative for each party (or individuals specified in writing as substitutes during periods of illness or absence).
3. Change Orders will include the following:
 - a) A description of any additional work to be performed and/or any changes to the performance required of either party
 - b) A statement of the impact of the work or changes on the Professional Services, the Deliverables, the pricing and payments, the acceptance tests or criteria, or other requirements of the Agreement

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- c) The estimated timetable to complete the work specified in the Change Order and the impact, if any, on the delivery schedule, pricing and payments
- d) Specific individuals with management or coordination responsibilities
- e) The documentation to be modified or supplied as part of the work
- f) Any additional acceptance test procedures for such work