RMM Migration

ProVal Tech will perform a one-time migration of Client's Kaseya VSA instance to Client's ConnectWise Automate Instance based on recommended best-practices and the customer's business requirements.

Project Execution Timeline: 90 days from project start date.

Migration to ConnectWise Automate and One-Time Configuration Setup

PROJECT OBJECTIVE

Assist Ntiva with an agent & RMM configuration audit and Agent/configuration migration from Kaseya VSA to ConnectWise Automate, to be completed within 90 days of project start date.

SCOPE OF WORK

ProVal will perform the following:

1. Configuration of the Automate Server instance including hardening and best practice implementation before the migration.
2. The Kaseya VSA team will fully audit the VSA environment to determine what automation, monitoring, patching, integrations, etc. are in use and create a report to be provided to ProVal's Automate team. The Automate team will then use this report to create parity in the Automate environment. This will be best effort to match functionality. Collaboration will be necessary with the partner to ensure that all functionality needed is present in the ConnectWise Automate instance.
3. Any VSA content that does not have an existing solution in Automate will be developed and implemented by ProVal, if applicable to the Automate environment and approved by Ntiva. ProVal reserves the right to determine what content is created, versus what exists out-of-box or is not feasible.
4. The Kaseya and Automate teams will collaborate to perform a migration of all agents from VSA to Automate in a semi-automated fashion. Agents will be migrated in stages as determined by the partner, and proper migration will be assured before moving on to the next stage. The partner will provide the scope of these stages to explicitly assign specific clients, as well as a priority order for these clients. The partner will also be responsible for providing ProVal with any information or custom binaries needed to facilitate this migration.

The ProVal Automate team will be responsible for performing a post-migration audit to ensure that all agents have been migrated successfully and are appropriately categorized into groups and organizations according to partner specifications.

<u>Exclusions</u>

This scope of work does not include:

- Support-related requests for any partner environment. This scope shall be limited to migration-related work only.
- Migration of endpoints that are not accessible, not supported by ConnectWise Automate, or offline during the duration of the project will not be migrated.
- Endpoint remediation is not included in this scope of work.
- Patching configuration is limited to policy and settings within the Automate environment. Endpoint patch remediation will not be performed by the ProVal team during the migration process.
- Integration configuration is limited to the integration setup within the Automate environment and does not include remediation or endpoint configuration.

Any deliverables not specifically outlined in the above scope of work will be addressed as they are brought to the team. Expansion of the above scope will require contract renegotiation.

ProVal' s service team members are full-time company employees located in the US and India. Support requests are handled by the global team based on availability, skillsets, and business requirements. Any client-specific compliance requirements should be communicated with our services teams at commencement of engagement.

PREREQUISITES

ProVal requires the following information and access:

- Kaseya VSA Master / System account for a ProVal user
- Kaseya VSA Master / System account for API Integration
- A client-provided mailbox for email connectors into your environment
- A Super Admin permissions account in the Partner's CW Automate instance.
- Contact information for Partner Point of Contact
- Contact information for Partner C-level executive