***LANstar Automate Migration***

ProVal Tech will perform a one-time migration of Client’s 3 Automate server instances to a single Automate target 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 Client with an agent & RMM configuration audit and Agent/configuration migration from 3 source RMMs to the target RMM, to be completed within 90 days of project start date.

**Scope of work**

ProVal will perform the following:

**1. New Automate Server Configuration**

* + Configure a new Automate Server according to best practices as outlined by ConnectWise.

## **2. ProVelocity Agent Installation**

* + Provide appropriately configured Agent installer.
  + Coordinate with [Your Company Name] for the deployment of Automate agents.
  + This is the first deliverable in the project will be completed by 1/1/20224

## **3. IronEdge Server Migration**

* + Conduct a full audit of best practices, policies, and automation on the existing IronEdge Server.
  + Migrate approximately 6,000 agents to the new Automate Server instance.
  + Migrate existing automation and policies into the new environment.
  + Supplement with ProVal content as needed.
  + No new development is included.

## **4. Lighthouse Information Business Systems Migration**

* + Perform a comprehensive audit of current policies and automation in the Lighthouse Information Business Systems Automate environment.
  + Compare the audit findings with the IronEdge environment.
  + Supplement with ProVal content as necessary.
  + Migrate approximately 5,800 agents into the new environment.
  + No new development is included.

## **5. LanStar Audit and Migration**

* + Conduct an audit of LanStar Automate environment.
  + Migrate LanStar agents into the new Automate Environment.

## **6. Regular Project Meetings**

Schedule and conduct regular meetings with the partner to discuss project status and deliverables.

ProVal 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.

**Exclusions**

This scope of work does not include:

* Support-related requests for any partner environment. This scope shall be limited to migration-related work only.
* Additional RMM environments outside of those listed above.
* Migration of endpoints that are not accessible, not supported by the target RMM, or offline during the duration of the project will not be performed.
* Endpoint remediation is not included in this scope of work.
* Patching configuration is limited to policy and settings within the target RMM 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 target RMM environment and does not include remediation or endpoint configuration.
* Custom development will require a separate contract and scope of work.

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. Any endpoints which require access or restrict access to a particular geographic region or regions will not be touched in any way by ProVal Technologies.

**PrerequisiteS**

ProVal requires the following information and access:

* Master / System account for a ProVal user for **all** environments
* Master / System account for API Integration  for **all** environments
* A client-provided mailbox for email connectors into your environment
* Contact information for Partner Point of Contact
* Contact information for Partner C-level executive