Rubrik Installation Services - Remote
(RBK-PS-INST-RMOT or RA-PS-INST-RMOT)

AT A GLANCE

Rubrik Professional Services strives to provide you with the knowledge and skills to maximize the benefits of Rubrik technology on your own. As part of this strong focus on enablement and helping to ensure your self-sufficiency, we provide installation services and product enablement covering topics such as daily administration, SLA creation, object protection, data recovery options, and cloud archiving. Overall, our Professional Services solutions help you understand, adopt, leverage, and maintain new approaches to managing data protection.

BENEFITS

- Explore the product and discover its potential through an immediate hands-on experience with our focused experts
- Q+A sessions applicable to your specific use cases
- Efficient spin up and enablement of the Rubrik products including the Rubrik Appliance, CDM, and Rubrik Security Cloud

ROLES AND RESPONSIBILITIES

Rubrik Professional Services

- Rubrik deployment and configuration
- Hands-on knowledge transfer

Customer Systems / Software Engineer

To ensure optimal delivery of services, customers are responsible for the following:

- Perform physical installation of equipment (racking, cabling, etc.)
- Ensure that the work site is prepared for the engagement services and that all environment and operational requirements are met
- Provide support from IT teams for all third parties, as necessary
- Completion of Pre-installation Workbook and all requirements determined during planning calls

KEY ACTIVITY AND OUTCOMES

ACTION	RESPONSIBILITY	OUTCOMES
Kickoff Planning Call • Project scope and outcomes definition • Network readiness • Gather site specifications (Requires a completed pre-installation workbook) • Gather prerequisites for deployment • Define possible limitations and constraints	Rubrik Professional Services (as needed), Customer relevant teams (Infrastructure, Backup, etc.)	➜ Schedule a deployment date
Enablement Prerequisites • Creation of Cloud Storage Accounts (if applicable) • Creation of RSA Key for Encryption (if applicable) • Network Configuration across Rubrik Appliances (if applicable)	Customer relevant teams (Infrastructure, Backup, Cloud)	➜ Facilitate creation of a single Archival Target* ➜ Facilitate creation of a single Replication Target*

ACTION	RESPONSIBILITY	OUTCOMES
Virtual Deployment and Enablement of Rubrik Solution • Cluster Bootstrap, Upgrade, Support • Configuration of One-time Setup items • Workload Integration and Enablement • Rubrik Security Cloud Integration	Rubrik Professional Services, Customer Systems Administrator(s)	➔ Monitoring of Rubrik Cluster ➔ Create and Assign up to 5 SLA domains ➔ Configure up to 5 objects for protection for: VMware/Hyper V, MSSQL Database, Windows Hosts, Linux Hosts, NAS fileshares ➔ Configure a single Archival and Replication Target (if applicable) ➔ Review Rubrik Native Reporting capabilities ➔ Rubrik CDM Integration with Rubrik Security Cloud ➔ Rubrik Security Overview of Rubrik CDM and Rubrik Security Cloud
Quickstart Review	Rubrik Professional Services, Customer Systems Administrator(s)	➔ Up to 2 hours of Q+A, Recap Session
Project Conclusion	Rubrik Professional Services	➔ Completed Installation workbook

EXCLUSIONS/LIMITATIONS

• Onsite delivery is excluded
• Up to 8 Rubrik appliances at a single location, maximum of 1 cluster configured per installation
• Does not include scripting or automation services
• Demonstration of protection and recovery tasks per workload as described below in "WBS – Rubrik Enablement and Workload Integration"
• Archival and Replication do not include advanced tasks such as Tiering, Consolidation, Cloud Configuration, or NAT
• MSSQL Database Enablement does not include Log Shipping or Cluster Failover Testing
• Excludes any database type other than MSSQL

TERMS AND CONDITIONS

Please refer to the [PS Terms and Conditions](#) for the terms and limitations of these services.

SCOPE AND PRICING

For more information about scope, pricing, and/or technical prerequisites, please contact your local Rubrik representative.

ABOUT RUBRIK PROFESSIONAL SERVICES

Rubrik Professional Services transforms possibilities into outcomes. Our portfolio of services uncovers and leverages the unique opportunities made possible by Rubrik technology. Drawing on our unparalleled product expertise and customer experiences, we collaborate with your team to identify and address technical challenges, improve operational efficiency, and maximize your investment in Rubrik.

WORK BREAKDOWN STRUCTURE

ACTION	ACTIVITIES	
Kickoff Planning Call	1. Confirmation of site readiness—space, power, switch, and port availability 2. Review network configuration requirements 3. Review firewall, NTP, and DNS requirements 4. Confirmation and documentation of IP addressing	5. Confirmation of workload account permissions 6. Confirmation physical installation has been completed by customer 7. Security Checklist review and confirmation
Cluster Initialization / Bootstrapping	1. Confirm Rubrik code version 2. Confirm Hardware Health Status 3. Perform node discovery 4. Confirm all Management and IPMI IPs available	5. Initiate bootstrap process 6. Upgrade CDM Version (if applicable) 7. Enable support tunnel 8. Support Portal Registration
One-time Setup Items	1. Cluster settings 2. Network settings 3. Users settings	4. Notification settings 5. Review Support Tunnel 6. Security Hardening Best Practices
Rubrik Enablement and Workload Integration	1. Dashboard overview 2. SLA Domain Configuration of up to 5 SLAs 3. Integrate (1) One Hypervisor (VMware OR HyperV OR AHV) 4. Configure up to 5 VMs for protection and demonstrate supported recovery options 5. Configure up to 5 MSSQL databases and demonstrate basic supported recovery options (Live Mount, Export, Restore, Instant Recovery, Download)	6. Configure up to 5 (each) Windows and Linux hosts and demonstrate supported recovery options of Fileset and Volume Groups 7. Configure up to 5 NAS fileshares using filesets and demonstrate supported recovery options of File Recovery 8. Addition of a single Archival and single Replication Target* 9. Demonstrate reporting capabilities
Rubrik Security Cloud Integration	1. Register Rubrik Cluster with Rubrik Security Cloud 2. Rubrik Security Cloud Users and Roles 3. Rubrik Security Cloud Initiated Upgrades	4. Rubrik Security Cloud Initiated Support Tunnel 5. Rubrik Security Cloud Security Hardening Best Practices
Quickstart Review	1. Question & Answer – Recap Session	
Project Conclusion	1. Provide engagement summary, including completed workbook 2. Review Support Engagement Process	

PS terms and conditions found at https://www.rubrik.com/content/dam/rubrik/en/resources/policy/rubrik-ps-supplementary-terms.pdf.

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Rubrik (NYSE: RBRK) is on a mission to secure the world's data. With Zero Trust Data Security™, we help organizations achieve business resilience against cyberattacks, malicious insiders, and operational disruptions. Rubrik Security Cloud, powered by machine learning, secures data across enterprise, cloud, and SaaS applications. We help organizations uphold data integrity, deliver data availability that withstands adverse conditions, continuously monitor data risks and threats, and restore businesses with their data when infrastructure is attacked.

For more information please visit www.rubrik.com and follow @rubrikInc on X (formerly Twitter) and Rubrik on LinkedIn.