

MOVEit Professional Services

OVERVIEW



MOVEit Managed File Transfer (MFT) software is used by thousands of organizations around the world to provide complete visibility and control over file transfer activities. Assure the reliability of core business processes and the secure and compliant transfer of sensitive data between partners, customers, users and systems with MOVEit.

Progress Professional Services provides tailored MOVEit Application Services to fit the needs of your business. Our Technical Consultants will undertake any of the following MOVEit Professional Services to get your business up and running:

Single MOVEit Instance Standard Hours

Include one (1) single instance of the following applications (Supported version within two years of the most recent release):

MOVEit Transfer; or MOVEit Automation; or Gateway

Tasks Included

- ✓ Project planning session
- ✓ Install of new software (selected application)
- ✓ A single test migration from the current production environment to a new production environment
- ✓ A single production migration from the current production environment to the new production environment
- ✓ Roll Back assistance (if required at the time of the upgrade)
- ✓ Services will be performed during “Standard Hours” (Monday through Friday from 8 a.m. – 5 p.m. in the time zone where the Consultant is located, excluding any legal holiday).

Tasks Excluded

- ✗ Migration to/from MOVEit Cloud
- ✗ Conversion from MySQL to MS SQL
- ✗ Databases larger than 5GBs within MySQL (Automation Only) or 10GBs within MS SQL Server (not including transaction logs)
- ✗ Any requirement for Overtime Work (“Overtime Work” is any work performed outside the “Standard Hours”: Monday through Friday from 8 a.m. – 5 p.m. in the time zone where the Consultant is located, excluding any legal holiday)

Single MOVEit Instance Extended Hours

Include one (1) single instance of the following applications (Supported Version within two years of latest):

MOVEit Transfer; or MOVEit Automation; or Gateway

Tasks Included

- ✓ Project planning session
- ✓ Install of new software (selected application)
- ✓ A single test migration from the current production environment to a new production environment
- ✓ A single production migration from the current production environment to the new production environment
- ✓ Roll Back assistance (if required at the time of the upgrade)
- ✓ The production migration will be performed during overtime hours. Overtime is limited to 4 hours. “Overtime Work” is any work performed outside the “Standard Hours”: Monday through Friday from 8 a.m. – 5 p.m. in the time zone where the Consultant is located, excluding any legal holiday.

Tasks Excluded

- ✗ Migration to/from MOVEit Cloud
- ✗ Conversion from MySQL to MS SQL
- ✗ Databases larger than 5GBs within MySQL (Automation Only) or 10GBs within MS SQL Server (not including transaction logs)

Two MOVEit Instances Extended Hours

Include two (2) single instance of the following applications (Supported Version within two years of latest):

MOVEit Transfer; or MOVEit Automation; or Gateway

A MOVEit instance includes up to two (2) servers that are joined as a high-availability pair.

Tasks Included

- ✓ Project planning session
- ✓ Install of new software (selected application)
- ✓ A single test migration from the current production environments to the new production environments
- ✓ A single production migration from the current production environments to the new production environments
- ✓ Convert database from MySQL to MS SQL, if needed

- ✓ Roll Back assistance (if required at the time of the upgrade)
- ✓ The production migration will be performed during overtime hours. Overtime is limited to 6 hours. “Overtime Work” is any work performed outside the “Standard Hours”: Monday through Friday from 8 a.m. – 5 p.m. in the time zone where the Consultant is located, excluding any legal holiday.

Tasks Excluded

- ✗ Migration to/from MOVEit Cloud
- ✗ Databases larger than 5GBs within MySQL (Automation Only) or 10GBs within MS SQL Server (not including transaction logs)

Up to Four MOVEit Instances Extended Hours

Include up to four (4) single instances of the following applications (Supported version within two years of the most recent release):

MOVEit Transfer; or MOVEit Automation; or Gateway

A MOVEit instance can include up to two (2) servers that are joined as a high-availability pair.

Tasks Included

- ✓ Project planning session
- ✓ Install the new software (selected application)
- ✓ A single test migration from the current production environments to the new production environments
- ✓ A single production migration from the current production environments to the new production environments
- ✓ Convert database from MySQL to MS SQL, if needed
- ✓ Roll Back assistance (if required at the time of the upgrade)
- ✓ The production migration will be performed during overtime hours. Overtime is limited to 12 hours. “Overtime Work” is any work performed outside the “Standard Hours”: Monday through Friday from 8 a.m. – 5 p.m. in the time zone where the Consultant is located, excluding any legal holiday.

Tasks Excluded

- ✗ Migration to/from MOVEit Cloud
- ✗ Databases larger than 5GBs within MySQL (Automation Only) or 10GBs within MS SQL Server (not including transaction logs)



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About Progress

Progress (Nasdaq: PRGS) provides software that enables organizations to develop and deploy their mission-critical applications and experiences, as well as effectively manage their data platforms, cloud and IT infrastructure. As an experienced, trusted provider, we make the lives of technology professionals easier. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress. Learn more at www.progress.com

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