

What is Deployment Assist?

VQ Communications Deployment Assist program is designed to support customers and partners during the deployment and configuration of VQ software. It provides access to a VQ Communications Professional Services team member who will work alongside you to guide setup and system customization based on your specific needs.

What's included in the Deployment Assist Program?

- ✓ Access to the software and confirmation that all prerequisites are in place for a successful installation.
- ✓ Assistance with the base system configuration, including validating that the VQ platform is running and fully integrated with CMS.
- ✓ Support in installing additional purchased software, such as Outlook Plugins or Add-ins.
- ✓ Customization of the system based on your specific requirements and use cases discussed during the onboarding call. This can include:
 - LDAP integration for admins, operators, and PMP/SMP users
 - Device onboarding
 - DMA configuration and OBTP setup
 - Space Template and UX Profile configuration
- ✓ Post-configuration fine-tuning, based on your testing and feedback, to ensure the system is functioning as expected.

Timings are dependent on customer availability and how quickly prerequisites and required information are provided.

All relevant user guides are available on the [VQ Portal](#) for reference.

DEPLOYMENT ASSIST

Below are approximate durations for each stage

- **Uploading the software OVF to VMware and configuring the base IP configuration**
1 hour
- **Configuring the base install** (adding FQDNs, NTP server info, creating 2 admin accounts)
1 hour
- **Base system setup** 1–2 hours
 - Timezone configuration
 - CSR generation and Certificate creation (requires customer input)
 - Adding VQ license
 - Adding customer's CMS(s)
 - LDAP configuration for user import (requires customer input)
- **Space Template and UX Profile configuration**, test calls with newly created spaces, notification setup, and Outlook plugin setup 1–2 hours
- **DMA configuration and OBTP setup** 1–2 hours
- **Customer Testing** Customer dependent
- **Post-configuration fine-tuning** Customer dependent

Please note Deployment Assist is not project management

The responsibility for managing the overall deployment project and any corresponding documentation lies with the partner/customer. VQ does not produce deployment plan documents or custom documentation as part of this program.