

IMM Installation Models

Contents

Installation Models	3
Express Installation	4
Requirements	4
Pros	4
Cons	4
Custom Installation	5
Requirements	5
Pros	5
Cons	5
Summary	6

Installation Models

This document is intended to assist you in your decision in which installation model to use for your IMM product(s).

IMM now offers two installation and upgrade paths:

- Express
- Custom

While the vast majority of installs are done under the Express model, we know that nothing is one size fits all and hence the availability of Custom installs.

This document is designed to assist you with understanding both models and being able to make an informed choice on which you will use.

Express Installation

Express installs are completed through our "OVA" download process. IMM now builds base servers for each product, thoroughly tests them in our controlled environment and then packages them as exported Virtual Servers (OVA files), which are available to download via a fast FTP server.

Customers download these virtual servers, import them into a VMware or HyperV host and then facilitate IMM installation staff finishing the configuration of the base server and testing it.

This model renders a very fast rollout timeframe due to a number of factors, including time savings in the process at a customer's site as well as avoidance of environment specific installation issues.

Express Installation also provides for the highest degree of standardization, which significantly reduces support issues.

Requirements

- Server installed via the IMM OVA server download
- No structural server changes (e.g. moving SQL to a shared server)

Pros

- Cost/Financial
 - Upgrades: Covered under Annual Maintenance
 - Installation: No additional cost regardless if issues arise and more time is required
 - Avoids afterhours installation cost.
- Scheduling/Labor
 - Fastest implementation schedule
 - Least time during the IMM installation (typically 1-3hrs depending on the install)
 - Significantly less customer installation labor
 - No afterhours installation time needed
- Issue Mitigation
 - Avoids installation complications due to environment issues (antivirus, etc.)
 - High level of standardization reduces support issues
 - No production impacts during installation (it's all done in test)
 - Full capability to test all features ahead of live use
- Flexibility
 - Servers can be cloned and renamed, so Test/DR/Etc server creation is customer driven
 - High level of customer self-service is available in the install
 - Working toward self-service install options (Future)

Cons

- Flexibility
 - Does not allow deviation from the server installation design (it comes fully installed)

Custom Installation

Custom installs are any installations which do not utilize the Express model. This may be fully manual installs from scratch at the customer site or a non-standard OVA distribution (using the base OVA server but altering it in a non-trivial way, e.g. moving the database to another host).

Requirements

- Server OS prepped with all prerequisites, prior to the installation
- Signed into the server OS as the Local Administrator
- UAC to be off during our install (on this OS)
- IT Staff on the call with us

Pros

- Flexibility
 - Allows for installations outside the standard server install (e.g. Database in a shared cluster)

Cons

- Cost/Financial
 - Upgrades: Labor is billable
 - Installation: Labor is billable
 - May require afterhours installation/upgrade labor which is billable at a higher rate
- Scheduling/Labor
 - Significantly longer installation times increase the lead time to assign a resource
 - Unpredictable time requirements increase scheduling lead times
 - Longer FI technical resource commitment times. IT must be present with us on the Webex and Phone during the install to handle things like reboots, UAC issues, etc.
 - May require afterhours installation/upgrading (long lead times to reschedule installers)
- Issues
 - Your environment may have impacts on the install and increase the installation time. Impacts are common from:
 - AntiMalware (security) software
 - Security Rights/Permissions
 - UAC
 - Group Policy
 - Etc.
 - Upgrades on existing systems incur risk of member facing, production issues, due to not being able to fully perform User Acceptance Testing ahead of impacting a live server.
- Flexibility
 - Each server instance must be discretely installed (cannot be cloned)
 - There is no self-service model (fully IMM installed)

Summary

The goal is to provide an Express model which will work for most sites, giving you the fastest and most seamless rollout.

For sites where this model will not work, we intend to continue to support the custom installation of our software.

If you will be opting for the Custom model, please ask your project manager for a work order.