

## ActiveScale™ Professional Services



### ActiveScale Professional Services for Data-Center Systems: Helping You Maximize and Secure Your Storage System Investment

We want you to get the most out of your object storage. You've taken the first step by investing in your system, the next step is to make sure you achieve the full value of your implementation by engaging our Professional Services team to effectively assess, deploy, and configure your purchase. ActiveScale Professional Services offers experienced consultants, who draw on their extensive data center and integration experience to review your implementation plans and offer a combination of best practices, methodologies, and priority access to our implementation engineers to help you achieve your business goals and gain greater value from your system. Our Professional Services team will ensure that your hardware, and any associated software, is optimally installed and configured to give your company a competitive edge by:

- Accelerating the installation process and time-to-value of your hardware
- Helping you reach your business goals by speeding operational readiness
- Reducing the risk of costly delays from configuration errors by creating an expertly engineered end-to-end design"
- Minimizing the impact on your staff's day-to-day operations while implementing the new technology
- Strengthening your team's in-house expertise through knowledge transfer and mentoring

By using ActiveScale Professional Services for your data center, your team will collaborate with a highly qualified implementation engineer who will provide expert help to install and configure any hardware and associated software purchased. Multiple Installation and Implementation Services can be purchased when more than one solution is to be deployed.

## Professional Services for Your Object Storage Investment

ActiveScale Professional Services are available for the ActiveScale products. The ActiveScale P100 is a modular object storage system that provides an economic entry point and easy growth for large-scale data needs providing increments of easy-to-install capacity that enabling you to scale from 720TB to over 23 PB (raw). The ActiveScale X100 is an integrated object storage system that allows you to scale from 720TB to multi petabytes, so you can easily keep up with data growth and focus on growing revenue instead of building, tuning and managing the infrastructure.

Services Included:	ActiveScale X100		ActiveScale P100	
	Installation	Implementation	Installation	Implementation
<b>Coordination – Single point of contact to ensure fast, high-quality installation</b>				
Risk mitigation review	●	●	●	●
Resource scheduling	●	●	●	●
<b>Pre-Installation Readiness Review – Offsite discovery and validation of infrastructure requirements</b>				
Physical space, dimensions, and weight	●	●	●	●
Network topologies, IP addresses, and best practices	●	●	●	●
<b>Installation – Onsite installation of all required ActiveScale system hardware, related management interfaces, and any associated software purchased from us</b>				
De-rack system which includes JBOD, storage, controller nodes and TOR switch	●			
Physical rack mount	●		●	
Rack systems into customer racks	●		●	
Cable power and network	●		●	
<b>Configuration – Onsite configuration of applicable components</b>				
Complete network configuration including CA, S3 Auth		●		●
Complete alerts and notifications which may include adding email aliases for alerts and notification.		●		●
Configure up to 5 users		●		●
Review various options with the customer: EULA, call-home for telemetry, etc.		●		●
<b>Test and Validation – Onsite confirmation of ActiveScale best practices</b>				
System health		●		●
Network connectivity		●		●
I/O performance		●		●
<b>Knowledge Transfer – Familiarization with installed systems and components</b>				
Configuration and use		●		●
Minimal troubleshooting		●		●
Engaging customer support		●		●

Additional system support services are available for purchase. For pricing or additional information about ActiveScale Professional Services, contact your sales representative.

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