



Pivot3 Professional Services Program

Advanced Consulting Services

PIVOT3 SERVICES



Implementation

Pivot3 configures and sets up nodes and software-only solutions according to your business needs.



Advanced Consulting

Pivot3 delivers project support for HW/SW upgrades, advanced architectural design, application rollout, datacenter infrastructure change; business continuity planning and implementation, and enterprise HCI rollout.



Education & Training

Pivot3 provides training and certification to help you better understand and operate your systems with on-line and on-site classes and presentations.



Tune-Up

Pivot3 analyzes your system's performance to ensure it is in top condition for optimal and efficient datacenter operations.

Program Overview

Pivot3 Professional Services offer customers the opportunity to leverage a team of certified, experienced Solutions Architects (SAs) to ensure maximum value realization from their investment. Our extended portfolio of services is designed to establish and maintain a trusted partnership during the solution lifecycle. Pivot3 Professional Services SAs have decades of combined experience in planning, implementing, and supporting the deployment of hyperconverged infrastructure (HCI) for storage, networking, and computing; security and video surveillance projects across multiple industry verticals and video management systems, virtual desktop infrastructure and datacenter application deployment.

Advanced Consulting Services

Pivot3 provides Advanced Consulting Services, including advanced VMware application installation and network consulting. All advanced services are detailed in a custom SoW after an initial consultation with your team to determine business requirements. Common Advanced Consulting Services may include: hardware or software upgrade efforts; advanced architectural design or move, add, and change efforts; application roll-out; datacenter infrastructure change; business continuity planning and implementation; and HCI rollout.

Phases of Service Delivery

Analysis & Design: Customer and Pivot3 sales, systems engineers, and SAs meet virtually to agree on customer business requirements and the proposed Pivot3-supported solution resulting in a quote with the requested services.

Planning: Virtual meeting with customer and Pivot3 engineer ensures all equipment and requirements of the Pivot3 system are prepared according to best practices so that all configurations and settings are planned prior to onsite installation. Pivot3 provides all necessary support materials and issues a Statement of Work (Sow), pre-installation checklist and software (SW) license.

Delivery: Pivot3 delivers solution components for software and hardware according to terms defined in the SoW.

End-User Training: In order to deliver a hands-on review of the configured system and deliver a Q&A session, a Pivot3 engineer covers basic use and troubleshooting with the user for a comprehensive understanding of operational usage.

Customer Review: A joint review of the Customer Acceptance Form to acknowledge that SoW deliverables have been fulfilled. Pivot3 will provide a Design and Implementation Report and a Completion of Customer Acceptance Form.

ADVANCED CONSULTING SERVICES: TIME AND MATERIAL STATEMENT OF WORK

| Phase | Methodology | Description | Deliverables |
|----------------------------|--|---|---|
| Analysis and Design | Virtual and onsite as required | The Pivot3 Professional Implementation Offering begins with a consultative effort among the customer, Pivot3 sales, system engineers, and Pivot3 Solutions Architects. Upon completion of this phase, all parties will have a common understanding of customer's business requirements and the proposed Pivot3-supported solution. | Professional services quote with the desired implementation, education, and advanced services. |
| Plan | Virtual and onsite as required | A Pivot3 Engineer will conduct a conference call with the Customer/ Partner ensuring all equipment and requirements of a Pivot3 system are prepared according to Pivot3 Best Practices. Pivot3 wants to ensure all configurations and settings are planned prior to coming onsite for the most seamless installation possible. 1. Provide all required IP addresses, VGA Monitor, and keyboard 2. Racking and cabling of the units according to Pivot3-provided cabling diagram 3. Switches configured according | <ul style="list-style-type: none"> Final Statement of Work (SOW) Completed Pre-Installation Checklist |
| Deliver | Virtual and onsite as defined during Analysis and Design Phase | Delivery of implementation services as defined in the SOW. Common advanced consulting services may be: 1. Hardware or software upgrade efforts 2. Advanced architectural design or move, add, and change efforts 3. Application rollout 4. Datacenter infrastructure change 5. Business Continuity planning and implementation 6. Virtual Desktop Infrastructure rollout | Completion of described delivery items |
| User Learning | Virtual and on-site as defined during Analysis and Design | A Pivot3 engineer will cover the basic use and troubleshooting with the User to ensure a full understanding of operations use. | Hands-on review of configured system and Q&A session |
| Customer Acceptance | Virtual | Joint review of customer acceptance form for acknowledgement that SOW deliverables have been fulfilled. | <ul style="list-style-type: none"> Delivery and review of the Advanced Consulting Services Completion of customer acceptance form |

For more information, visit support.pivot3.com