



Pivot3 Professional Services Program Implementation 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.

Implementation Services

Beginning with analysis and design in conjunction with your team, Pivot3 SAs will configure any Pivot3 solution, whether it includes hardware or is a software-only solution. This includes, but is not limited to, deploying and configuring vSTAC and Acuity software and nodes, configuring IP addresses, installing and configuring Virtual Machines, creating a HCI vPG, and testing and validating functionality. This service is offered as a fixed fee for up to Pivot3 10 nodes.

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.

IMPLEMENTATION PHASE (SOFTWARE ONLY): A FIXED-FEE OFFERING FOR ENTERPRISE SOFTWARE ONLY UP TO 10 NODES

Phase	Methodology	Description	Deliverables
Analysis and Design	Virtual	The Pivot3 Professional Implementation Offering begins with a consultative effort among the customer, Pivot3 sales, Pivot3 systems engineers, and Pivot3 Solutions Architect. Upon completion of this phase, all parties will have a common understanding of the customer's business requirements and the proposed Pivot3-supported software solution.	Professional Services quote with the desired implementation, education, and advanced services
Plan	Virtual	A Pivot3 Engineer will conduct a conference call with the Customer or 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 going onsite for the most seamless installation possible. <ol style="list-style-type: none"> 1. Provide all required IP addresses, VGA monitor, and keyboard 2. Racking and cabling of the units according to Pivot3-provided cabling diagrams 3. Switches configured according to Pivot3's Hardware Setup Guide 	<ul style="list-style-type: none"> • Final Statement of Work (SOW) • Completed Pre-Installation Checklist • Delivery of Applicable Software License
Deliver	Virtual and On-Premise (defined during Analysis and Design)	Delivery of implementation services as defined in the SOW with the following pre-defined deliverables for Enterprise Software solution components: <ol style="list-style-type: none"> 1. Standard Implementation Components <ul style="list-style-type: none"> • Install USB Dongle on Pivot3 approved node/blades • Configure ESXi on each host • Configure IP addresses for VMware Management Network • Install vSTAC Management Suite • Install VMware vSphere Client • Create a vSTAC VPG • Set up Network Adapter for VMware vSphere Client • Create Datastores 2. Enterprise/Surveillance Implementation Components <ul style="list-style-type: none"> • Create a new Standard vSwitch • Create & deploy a virtual machine • Install Pivot3 support software • Create video disk logical volumes • Connect the virtual machine to the Video Disk Logical Volumes • Performance tuning of the operating system • Configure virtual machine recovery • Test and validate configuration 	Completion of described delivery items as stated in the Statement of Work (SOW)

Phase	Methodology	Description	Deliverables
		<p>3. Virtual Desktop Infrastructure (VDI) Implementation</p> <p>Components:</p> <ul style="list-style-type: none"> • Install USB Dongle on Pivot3 approved node/blades • Deploy and configure Pivot3 Enterprise vSTAC OS software with Static IP • Install and configure a guest VM for vCenter server • Install and configure a guest VM for View server with latest View version • Install and configure a guest VM for management server • Creation of Pivot3 VPG • Deploy and configure latest View components to production domain • Configure View via admin console • Configure vSTAC Storage volumes based on design • Integrate a customer-provided “Master Image” that contains required applications • Create a pool of virtual desktops with Master Image and validate connectivity • Test and validate functionality: 	
User Learning	Virtual & On-Premise (defined during Analysis & Design)	A Pivot3 engineer will cover the basic use and troubleshooting with the User to ensure a full understanding of Operations use of the implemented software	Hands-on review of configured system, Q&A
Customer Acceptance	Virtual	Joint review of customer acceptance form for acknowledgement that SOW deliverables have been fulfilled	<ul style="list-style-type: none"> • Design & Implementation Report • Completion of customer acceptance form