



Pivot3 Professional Services Program Tune-Up 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.

Tune-Up Services

Pivot3 SAs consult with your team to outline a SoW and then perform a full system analysis, with optimization and updates as needed. You will receive a deeper-dive explanation of tools, vSTAC Manager, Pivot3 vCenter Plugin, ESXi, vPG, and diagnostic logs. We will check that Windows OS and ESXi settings are within normal parameters, according to Pivot3 best practices. A Pivot3 Engineer will verify EC Level settings and protection are within normal parameters, and re-evaluate capacity needs.

Upon completion of the environmental review, Pivot3 SAs will put together a design document with solution information of the customer's existing installation. The design will also contain of a report consisting of problems found and recommendations to further extend the life of the product. This service is a fixed-fee offering for a maximum of 2 vPGs per customer site.

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.

PIVOT3 TUNE UP OFFERING: A FIXED-FEE OFFERING FOR A MAXIMUM OF 2 VPGS PER CUSTOMER SITE.

Phase	Methodology	Description	Deliverables
Analysis and Design	Virtual	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	Deeper dive explanation of tools and log collection for vSTAC Manager, ESXi, VPG, and Diagnostic logs.	<ul style="list-style-type: none"> Final Statement of Work (SOW) Completed Pre-Installation Checklist
Deliver	Virtual and onsite	<ol style="list-style-type: none"> Disk Diagnostics Performance Analysis and System Performance Optimization Full VPG logs submitted and reviewed vSTAC Watch Windows event logs analyzed ESXi logs review vSTAC Analysis Report on findings and recommendations for improving the environment Review VMS performance, look for opportunities to make improvements Review VPG throughput, identify bottlenecks if applicable Upgrade the vPG to the latest vSTAC Operating System (if applicable and approved by customer) Check Windows OS and VMware parameters are within normal ranges Review RAID settings and protection are within normal parameters Re-evaluate capacity needs (assessing new camera and Desktop workloads) 	Completion of described delivery items
Review and Customer Acceptance	Virtual	Upon completion of the Environmental review, Pivot3 Solutions Architects will put together a Design document with solution information of the customer's existing installation. The Design will also contain of a report consisting of problems found and recommendations to further extend the life of the product.	<ul style="list-style-type: none"> Delivery and review of the comprehensive Tune up report Completion of customer acceptance form

For more information, visit support.pivot3.com