

MAINTENANCE SERVICES

Product life cycle management is an essential requirement for any operations team across the industry. Tech data technical services team can plan and implement the customer's entire upgrade strategy for them, wherever they are in the product lifecycle.

The team can also manage the deployment and educate the customer's operations team on how best to support the right solution for their unique environment. The team can handle both software and hardware upgrades and migrations along with any requirements for the translations of existing policies to the target software policy configurations where required.

Benefits

- **Early planning for better results:** The assessment and whiteboard session with the consultant before the upgrade or migration will help build a solid foundation for success.
- **Simplify support:** Implement F5 and industry-standard recommendations to ease ongoing operations and support to help achieve improved performance, availability and security.
- **Gain more value:** Improve Return on Investment (ROI) by eliminating costly configuration errors, and learn in a timely manner about new features applicable to the deployment.
- **Prepare the Operations staff:** The consultant will demonstrate administrative operations and troubleshooting as well as deliver critical product expertise to the customer's staff so that they can effectively support the F5 deployment.

What is involved in the operational assistance services?

Operational assistance services are designed to address the customer's unique requirements, which may include the following key features.

Pre-upgrade assessment In an assessment conference call, the consultant will review the customer's technical requirements and make sure the scope of the project is understood and agreed upon by all parties involved. The assessment will include a review of a pre-transition configuration.

Whiteboard session Brainstorm with the consultant in a whiteboard session focusing on F5 technology and the customer's applications, including feature selection and deployment-specific design review as it applies to the network and application environment.

Custom configuration Receive onsite conversion of the existing configuration to an upgraded software version syntax or configuration of new hardware to meet the specific functional requirements.

Seamless Implementation Improve ROI with a seamless implementation. The technical services consultant will work with the customer to fully understand their organization's unique needs and ensure a streamlined and accurate implementation.

Knowledge transfer Work shoulder-to-shoulder with the consultant during the upgrade process. The customer's staff will learn about solution features, configuration steps, and tasks critical to their product uplift.

Post-upgrade verification Receive onsite assistance for any post-migration issues or concerns. Services include guidance on performance tuning and using additional features in the upgraded platform.

For more information on F5 Technical Services Contact

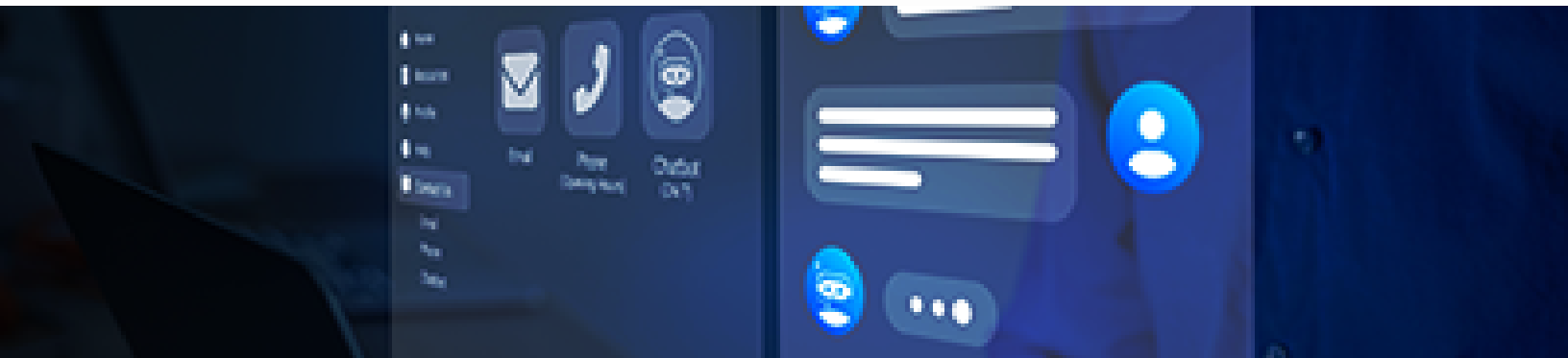


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