



Best Practices

Optimize Your Network Environment with Best Practices Consultation

You've invested in F5® technology to tackle your application delivery challenges and create an agile IT infrastructure. Be certain you're getting the most value from your investment with the Best Practices Add-On Package.

From initial optimization to continued improvements over the course of a year, an F5 Professional Services consultant will use F5 and industry best practices to help you take full advantage of your technology investment. The consultant will also educate your team to keep your solution running at peak performance. If you have issues, you'll receive fast, priority support.

Key benefits

Optimize your solution

Receive an in-depth assessment of your existing F5 deployment and recommendations for optimizing your solution.

Increase value

Eliminate potentially costly configuration errors and operational difficulties to keep your F5 devices and the applications that run on them at their peak performance.

Ease operations and support

Ensure you're implementing F5 and industry-standard best practices to simplify ongoing operations and support.

Learn from an F5 product expert

Learn about new product features, maintenance releases, and field-tested tips and techniques to help you meet your changing business and technical requirements.

Best Practices Add-On Package Features

The following features are included in the Best Practices Add-On Package.

Initial assessment

An F5 consultant will spend 10 consecutive days onsite at your organization assessing your current F5 technology. You'll receive an evaluation of your existing network design, including examination of topology, solution components, device placement, and an assessment of software features for performance, scalability, and manageability.

Your evaluation also includes a review of your business goals and requirements to identify any gaps, inefficiencies, and areas for improvement.

Recommendations

Your consultant will create and prioritize recommendations to help you align your F5 solution with your organization's goals.

Monthly onsite visits

After the initial onsite assessment, an F5 consultant will spend three consecutive days a month, for 11 months, at your organization to provide continued best practices reviews and recommendations. Your consultant will also identify opportunities for continued technology improvements, such as device configuration, use of basic and advanced software features, optimization, and tuning.

Your visits include a variety of services, such as:

- Implementing recommendations
- Reviewing new F5 product maintenance and feature releases
- Assisting with F5 product configuration
- Helping with change planning
- Developing F5 iRule® scripts
- Assisting with migration and integration activities

Your team will also have the opportunity to work shoulder-to-shoulder with your F5 consultant to learn basic operations, troubleshooting, and how best to support your F5 solution.

Priority assistance

You'll be given a unique, direct-dial phone number to call to obtain assistance with your most urgent, Severity 1 service requests.

F5 Network Support Centers provide around-the-clock support. Severity 1 calls will be prioritized to the front of the call queue to ensure an expedited response time. Severity 1 calls are assigned to senior-level Network Support Engineers.

More Information

To learn more about the Best Practices Add-On Package, contact consulting@F5.com.

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