



F5 DESIGNATED ENGINEER SERVICE PLUS

An affordable and flexible way to expand your team and align ready-to-use F5 expertise to your specific environment.



KEY BENEFITS

- Offers flexible and affordable access to an F5 expert who knows your specific environment.
- Provides the skills and knowledge required to maximize the value delivered across your various F5-based solutions.
- Allow easy and relevant knowledge transfer of F5 products and recommended practices.
- Helps proactively optimize your F5 operations.
- Assists with complex F5-related projects.
- Facilitates shorter time-to-resolution for cases opened with F5 Support.
- Enables qualification and optimization of additional services.
- Provides monthly report to follow up and plan for the next activities.
- Includes quarterly Service Reviews to monitor the quality and performance of the service.

MAXIMIZE VALUE AND OPTIMIZE OPERATIONS WITH EXPERT F5 GUIDANCE

Are you in a highly dynamic and demanding market? Focused on staying ahead of the competition? Providing critical, always-on application services? If any of the above are true of your business, you are likely facing a growing pressure to improve the performance of your technology stack to meet aggressive business objectives. As a result, you'll need your IT team to up-level their expertise of new technologies without sacrificing the high amount of attention required to maintain the quality of your application delivery services.

After seeing these challenges firsthand, the F5 Professional Services experts created the Designated Engineer Service Plus (DES+).

DES+ provides you with an F5 expert who will deliver the necessary skills and knowledge when and where it most benefits you. DES+ does not interfere with the availability of your existing resources or the quality of your service and helps you avoid hiring additional headcount.

It allows you to fully leverage your F5 investment to achieve operational objectives by giving yourself the assistance you need to design, implement, run, and optimize the most critical areas of your F5 infrastructure.

PERSONALIZED F5 EXPERTISE

DES+ is a 12-month pre-paid service, delivered on-premises and remotely.

The F5 Designated Engineer is a shared resource that simultaneously delivers similar DES+ engagements for a maximum of three (3) customers. The use of his or her time is monitored and managed within clear guidelines that facilitate a practical and beneficial outcome for all.

This engineer works alongside your staff to gain the understanding of your specific needs and expectations and to agree on a plan of action to best prevent F5-related issues from arising and to resolve them as quickly as possible when they do.

In order to maximize efficiency over the course of the contract, the engineer will become familiar with your network architecture, specific F5 product configurations, and operational processes and procedures, as well as your staff's strengths, limitations, and challenges.

SERVICE CONTENT SYNOPSIS

| ARCHITECTURE DESIGN | DES | DES+ |
|---|-----|------|
| Design and planning assistance | | • |
| F5 architecture knowledge transfer | | • |
| Configuration migration planning | | • |
| Assistance with requirements creation | | • |
| OPERATIONS | | |
| Operation assistance with TMOS and BIG-IP modules configurations management | • | • |
| TMOS software upgrade assistance | | • |
| Change request assistance | • | • |
| On-the-job knowledge transfer | • | • |
| MAINTENANCE | | |
| Gathering technical information to help resolve incidents and problems | • | • |
| Maintenance of F5-Created Design Documents (HLD, LLD) | • | • |
| Maintenance window assistance (Non-business hours) | | • |
| OPTIMIZATION | | |
| Proactive configuration assessment | • | • |
| Technical recommendations | • | • |
| Proactive security alerts review | • | • |
| F5 device configuration review for recommendations | • | • |
| Security policies update and fine-tuning | • | • |
| Qualification and optimization of additional services | | • |
| SERVICE MANAGEMENT | | |
| Remote assistance | • | • |
| On-premises activities (e.g., customer site visits) | | •* |
| Monthly activity reporting | • | • |
| Quarterly service review | • | • |

* Maximum of 5 visits, maximum of 2 days per visit

To learn more about how DES+ helps you maximize value and optimize operations, contact your F5 Professional Services Sales team at consulting.sales@f5.com.

MODEL NUMBER: F5-CST-DESPLUS-1

NAME: Designated Engineer Service Plus

