



F5 Service Provider Essentials

Essential technical services, for operations teams like yours.



Service providers are different

You have some of the biggest and most complex challenges in the communications world today. You deliver products, services, and solutions that interconnect in unique ways, and your customers' expectations around security, stability, and speed are incredibly high.

You need targeted support, from experts who understand service providers' challenges—and the technologies you rely on to succeed—at a deep level.

GET THE ESSENTIALS

The **F5 Service Provider Essentials technical services program (SPE)** offers a specialized level of service designed for, and exclusively available to, our service provider customers in almost every country.

SPE gives you:


- High-quality service provider specific remote technical assistance from F5's new dedicated service provider network support team
- Support backed by standardized Service Level Agreements
- Assigned proactive support for planned maintenance windows*
- High urgency incident management with Root Cause Analysis reports*
- High urgency rapid case elevation to third-tier engineering

- Quarterly SPE reporting delivered via email
- Software version migration bug assessments*
- Remote consulting hours for services such as configuration and iRules support*
- Subscriptions to the F5 Training Pass Remote training catalogue*
- Access to a remote Service Delivery Manager for the largest SP installed bases**
- Access to software upgrades and updates
- Optional add-ons for advanced RMA replacement
- Free, self-service resources to help you get the most from your F5 investment

* Dependent on your program tier

** Gold tier customers only





YOU NEED TARGETED SUPPORT,
FROM EXPERTS WHO UNDERSTAND
SERVICE PROVIDERS' CHALLENGES.

THE SPE DIFFERENCE

SPE offers numerous benefits unique to service providers that aren't included with F5 Standard or Premium Support, dependent on your program tier.

Proactive Service Requests

If an SPE customer opens a Proactive SR ahead of planned work, F5 pre-assigns an engineer to the proactive case. The engineer will review the material provided ahead of time, and will be on call to assist remotely with issues during the maintenance window.

Incident Management and Root Cause Analysis Report

Customers with SPE can get an extra layer of service attention when it really matters. Based on your program tier, you have a set number of Incident Management and RCA tickets per year to be used at your own discretion. When requested, a highly experienced F5 Incident Response Manager will open a teleconference, send out written communications, and coordinate with F5 engineering teams to manage the urgent situation. They'll be your single point of contact on the critical incident until service is restored. Once restored, the Incident Manager will close the bridge and continue to track the case—and later, will coordinate the technical analysis and provide you with a formatted Root Cause Analysis or Service Restoration Report.

Internal Service Request elevation to third-tier engineering

When you invoke the Incident Management ticket described above, your case will also get rapid attention from F5's third-tier engineering team for service providers. This "case swarming" ensures that in the most critical incidents, you'll have multiple expert minds working the problem at the same time.



SP Bug Assessment Service

All SPE customers can request a Bug Assessment from the F5 SP team at your discretion, if you have remaining unused assessment credits. Our team will run an assessment against a typical SP profile to help you determine which bugs could be high, medium, or low impact to you, based on a set of expected use cases. We will provide you with a written report on our findings. Service providers find this service highly useful before undertaking a major software version upgrade.

SP Service Reports

SPE customers have access to a set of standardized operating reports created for you based on your actual historical data, and emailed to your nominated contact on a periodic basis. Want more personal interaction? Look into the add-on package for Service Delivery Managers (SDM) that you may purchase separately. Gold Tier SPE customers receive a Remote SDM included in their package.

Training Pass

Does your operations team need essential training, but time and budgets are tight? F5 offers an ever-growing catalogue of online subscription-based training, delivered in small, highly consumable modules called Training Pass. All SPE customers receive a number of Training Pass subscriptions free of charge, depending on their program tier.

SPE Exclusive Training

F5's SP Technical Team hosts Technical Chalk Talks online, both live and recorded. These talks are available to SPE customer engineers. Topics are geared specifically for service provider engineering teams to make the most relevant use of their time, and are announced ahead of time so you can join the talks that are the best fit for your needs. Want to learn more about a topic that isn't on the schedule? We take requests for topics through our SP Back Office Team, and will do our best to accommodate.

SP Consulting Hub

SPE customers can access remote F5 consulting resources without needing a Statement of Work, or any further funding. With each contract year, you'll get a set number of Consulting Units (CUs) which you can use at your discretion. These CUs come in four-hour blocks minimum, and are delivered remotely by our SP specialist engineers. Use the Consulting Hub feature of SPE for:

- Q&A on F5 products, technologies, solutions, and configuration.
- System health checks
- Post-implementation monitoring
- Software upgrade assistance
- Assistance with lab setup
- Basic iRules development (6 lines or less)

HOW TO PURCHASE

Service providers can purchase SPE as an orderable SKU, priced as a fixed percentage of product (HW or SW) list price. This is similar to how you've purchased F5's standard or premium support in the past. However, SPE is only available as a 24x7 service package. You can upgrade your support with Expedited RMA services and add-on packages such as a Service Delivery Manager. Your local F5 Service Sales team or local reseller can assist you further.

OUR COMMITMENT TO SERVICE PROVIDERS

At F5, we're constantly striving to improve the quality of our service, and create closer relationships to service providers around the world. Our worldwide customer support organization has achieved ISO 9001:2015 certification, so regardless of which center you speak to, you can always expect consistent, professional, high-quality service from F5.

- Our SP Engineers receive training on core F5 products and specific service provider technologies, use cases, and needs.
- Our leadership team comes from service provider backgrounds
- A Duty Manager is available 24/7 to discuss the progress of your request

Learn more about F5 Service Provider Essentials at f5.com/SPE

