F5 DESIGNATED ENGINEER SERVICE

An affordable and flexible remote consulting service that aligns F5 expertise with your environment while expanding your knowledge of F5 technology.
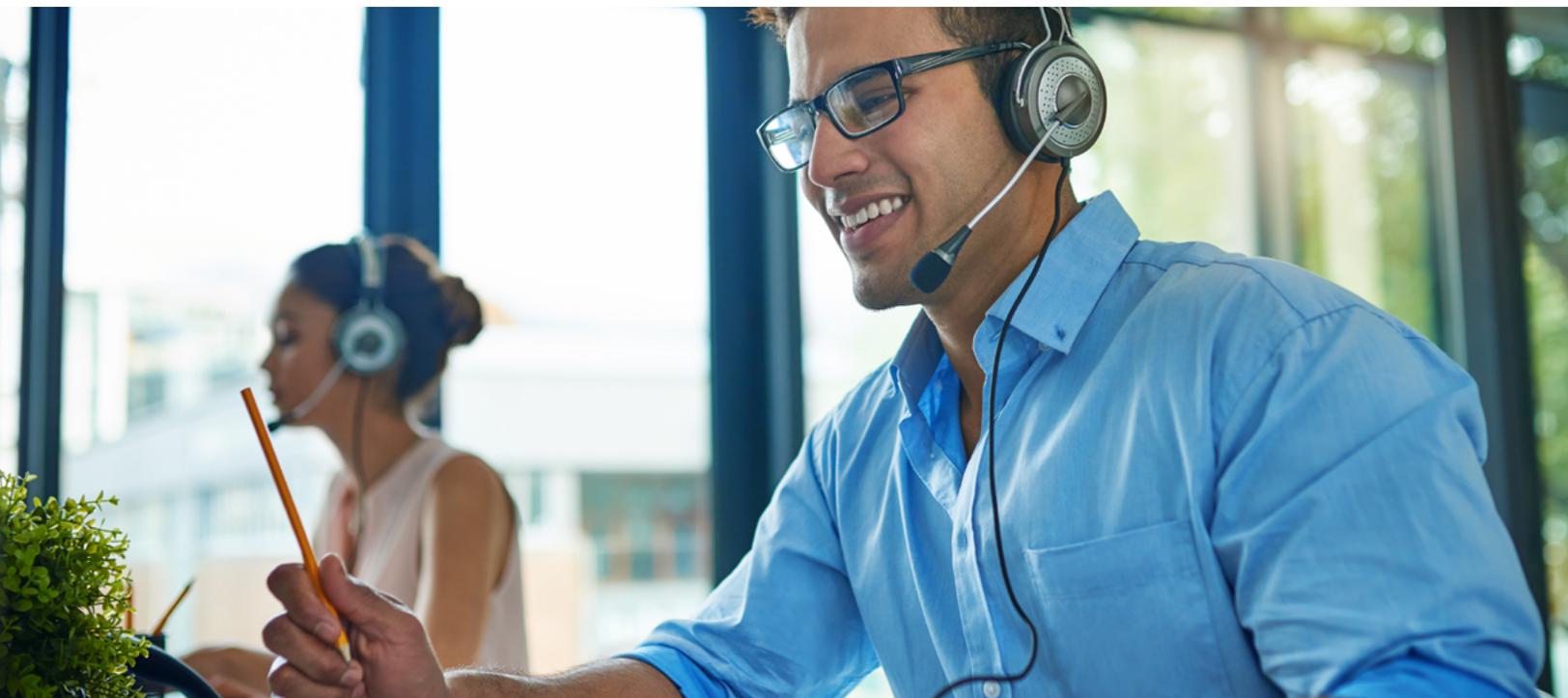
- Provides flexible and affordable remote access to an F5 expert who knows your environment.

- Optimizes your specific F5 operations framework complemented with the skills and know-how to maximize the value delivered across your F5 solutions.

- Facilitates the transfer of accurate and up-to-date knowledge of F5 products and practices and helps decrease time-to-resolution for cases opened with F5 Support.

- Delivers a monthly progress report with recommended next steps and quarterly service reviews to monitor quality and performance.

OPTIMIZE YOUR BIG-IP INVESTMENT AND EMPOWER YOUR TEAM

Do you do business in a dynamic and demanding market? Do you need to focus on staying ahead of the competition? Do you deliver critical, always-on application services? If any of the above are true, then you and your IT operations team must be under constant pressure to continuously improve the performance of your technology to meet business objectives. You need to learn how to manage multiple new technologies while sustaining the highest possible quality of service through your day-to-day activities.

The Professional Services experts at F5 recognized these challenges and created the F5 Designated Engineer Service (DES). It gives IT operations teams remote access to an F5 expert who will deliver the engineering skills and knowledge they need, when and where they need it. The service won't interfere with the availability of existing resources and can help you avoid hiring additional staff.

DES allows you to fully leverage your F5 investment and achieve operational objectives by providing the expertise your team needs to implement, optimize and run the most critical areas of your F5 infrastructure.

FLEXIBLE AND AFFORDABLE SERVICE

DES is a 12 month, pre-paid consulting service, delivered remotely.

The F5 designated engineer is a shared resource who delivers similar services to a maximum of six (6) DES customers. The engineer's time is monitored and managed within clear guidelines that facilitate a practical and beneficial outcome for all.

The F5 designated engineer works alongside your team to assess your needs and expectations and agree on a plan of activities designed to optimize your F5 investments and address issues related to F5 products.

The efficiencies gained over the course of the contract will be maximized as the designated engineer becomes 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

OPERATIONS	INCLUDED
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	•

To learn more about how DES helps optimize your investment and empower your team, contact your F5 Professional Services Sales team at consulting.sales@f5.com.

MODEL NUMBER: F5-CST-DES-1

NAME: Designated Engineer Service