

Tap into App Delivery and Security Expertise to Meet Your Needs, Your Way

Because you've trusted us with your mission-critical digital assets, we've developed the Trusted Advisor Program v1.2 (TAP) to partner with you. TAP provides an easy way for you to access the expertise and capabilities of F5 Professional Services and Education Services.



KEY BENEFITS

Get the services you need, fast Faster procurement means it'll take less time to get the services you need.

Build a partnership with a specialist

Make the most of your app delivery and security capabilities by building a partnership with the leading application delivery specialist.

Resources when you need them

Get expertise to meet your business and technical needs.

Access to multiple service capabilities

Access to all F5 Professional Services capabilities for F5 products, including architect services, deployments, maintenance services, operational services, optimization services, and workshops.

Initiate service requests

Need assistance? Make a service request and F5 Professional Services will review your request and schedule the service as quickly as possible (based on availability).

Enjoy 12 months of direct access

You'll have direct access to submit service requests to technical experts for scheduling during the service period of 12 months. **Ensuring the availability of your applications is a must.** By providing access to Professional Services via TAP, you gain access to our experts in app delivery, security, and access for all F5's products. TAP can also help you obtain the services for automation and orchestration regardless of your applications location (data center or a public, private, or hybrid cloud environment).

What is the Trusted Advisor Program?

The Trusted Advisor Program (TAP) is a service providing application delivery and security expertise to meet your needs in the way that works best for you. The service includes passes for remote services, enabling you to select the options that align best with your technical or business requirements.

TAP experts have the technical and business knowledge, education, and experience to help architect, deploy, maintain, and optimize F5 solutions. Our experts can help address immediate challenges while adhering to best practices and providing your staff with the insights they need to make the most of the F5 solution.

What Can I Use TAP For?

TAP streamlines your access to the full range of the Professional Services portfolio for any of F5's branded products (F5® Distributed Cloud Services, F5 BIG-IP®, and F5 NGINX) starting October 16, 2023, (Purchases prior to October 16, 2023 are applicable to only the F5-BIG-IP service portfolio). The portfolio of services includes:

- Solution development
- · Service and/or project planning
- · Architecture, deployments, and migrations
- · Maintenance and configuration activities
- · Troubleshooting activities
- Assessments
- · Application services
- · Programmability/orchestration services
- CI/CD Integrations
- · Mentoring and configuration guidance
- · Security policy configuration and modifications

KEY BENEFITS (CONT.)

Exchange passes for Training Units

Have a need to educate your staff on F5 products? Submit a service request within the first nine months of your agreement to exchange passes for Training Units to obtain the education your staff needs.

(Applicable to purchases made on or after Oct 16, 2023)

Utilize TAP for multiple F5 products

You can use TAP to obtain F5 Professional Services or Education Services for F5 Distributed Cloud Services, BIG-IP, and NGINX.

(Applicable to purchases made on or after Oct 16, 2023. Purchases prior to October 16, 2023 are not applicable to NGINX and Distributed Cloud.)

Optimize your support agreement

Do you have a new configuration not functioning as designed and is not supported by F5 Support's break-fix policy? Utilize TAP to obtain the assistance you need to get your new configuration operational. You also get access to F5 experts, who possess in-depth knowledge of F5 products, throughout the duration of the 12-month service period. Additionally, you have the ability to exchange TAP services with Education Services Training Units, enabling your staff to gain essential knowledge from F5's Education Services trainers.

TAP can complement your F5 Support agreement(s) by assisting you with new configurations not covered by your existing agreement. It can also assist you in defining, writing, and maintaining application delivery and security rules, helping to optimize your application delivery infrastructure for your applications.

How Are Services Provided?

TAP utilizes a consumption-based model utilizing Express Passes and Express Pass+ passes in exchange for performing services. There are three components to TAP. Those components are:

- **Base service:** The program has two base service options for enabling the service capabilities for 12 months.
 - **Standard:** Fifteen Express Passes that can be used during standard business hours, 8:00 a.m.–6:00 p.m. (your local timezone), Monday–Friday.
 - Lite: Six Express Passes that can be used during standard business hours.
- Express Pass add-on: Provides the ability to add quantities of five Express Passes to the base service at the initial purchase or anytime during the service duration. Express Passes are consumed for service requests performed during standard business hours.
- Express Pass+ add-on: Provides the ability to add five Express Pass+ passes at the initial sale or anytime during the service duration. Express Pass+ passes can be consumed for service requests during standard business hours or non-business hours (6:00 p.m.–8:00 a.m. your local timezone), Monday–Friday, weekends, and holidays.



Figure 1: TAP components.

KEY FEATURES

Flexible consumption

Use passes for consulting or education services for a variety of F5 products throughout the service period.

Multiple engagements

Engage with F5 Services multiple times throughout the 12 months of the service to accomplish your business goals without needing to establish multiple statements of work.

Add additional passes

Easily add more passes or a different pass type throughout the duration of the service without needing to establish a new contract.

How Does TAP Work?

Once you have purchased TAP and completed a brief act of acknowledgement, you are entitled to submit service requests for the duration of the service. Our team of experts will promptly review the service requests and provide you with an estimate to complete the requests.

Our team will collaborate with you to establish a date and time for our resources to work with your team to complete the service requests. For a visual representation of how the service operates, please refer to Figure 2.





Figure 2: How the TAP program works.

After the services associated with your initial service request have been provided, you have the option to submit additional service request to further fulfill your needs.

Flexible Services to Meet Your Needs

TAP provides you with the capabilities to obtain services from our Professional Services experts and enables you to acquire training from F5 Education Services trainers by exchanging your passes for Education Services Training Units within the first nine months of your agreement (effective for purchases made on or after October 16, 2023). The flexibility of TAP gives you the experts from Professional Services while offering your team the ability to establish a training plan for your staff to attend F5 Education Services classes when you exchange your TAP passes for Training Units.





Conclusion

The F5 Trusted Advisor Program streamlines access to the capabilities F5 Professional Services and Education Services provides. The service gives you access to expertise on a per service request basis, making it easier to achieve your business goals.





Why F5 Professional Services?

The world's largest businesses, service providers, government entities, and consumer brands rely on F5's intelligent services framework to secure and deliver their applications and services. The mission of F5 Professional Services is to simplify the deployment and operations of F5 solutions and maximize the value of your F5 product investment throughout its lifecycle.

For more information about how TAP can help you get the most from your F5 investment or to inquire about purchase, contact your F5 Professional Services Sales team.



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