SERVICE OVERVIEW



# 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 (TAP) to partner with you. TAP provides an easy way for you to access the expertise and capabilities of F5 Professional Services.



#### **KEY BENEFITS**

#### Get the services you need, fast.

Faster procurement means it'll take less time to get the services you need—with no lengthy contracts to negotiate or sign.

# 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, 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 within two business days.

#### Enjoy 12 months of direct access.

You'll have direct access to submit service requests to qualified resources for scheduling during the service period of 12 months. Ensuring the availability of your applications is a must. By providing access to all F5's professional services via TAP, you gain access to our experts in app delivery, security, and access. TAP can also help you with automation and orchestration whether your app is in a data center or a public, private, or hybrid cloud environment.

## WHAT'S THE TRUSTED ADVISOR PROGRAM (TAP)?

The Trusted Advisor Program 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 that you can use to best suit 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 you with immediate challenges while also following best practices and providing your staff with the insights they need to make the most of the F5 platform.



Figure 1: How the TAP program works.

## WHAT'S INCLUDED WITH THE SERVICE

This service streamlines your access to the full range of F5 Professional Services portfolio. The portfolio includes:

- · Solution development
- Service and/or project planning
- Architecture, deployments, and migrations
- Maintenance
- Assessments
- Application services
- Programmability/orchestration services
- Mentoring and configuration guidance

Services are provided through a consumption-based model. There are four service models:

- Base service—Includes 15 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 point of sale or throughout the service period. The Express Pass applies to service requests that are handled during standard business hours, 8 a.m.–6:00 p.m. (local time), Monday–Friday.
- Express Pass+ add-on—Provides the ability to add five passes at the initial point of sale or throughout the service period The Express Pass+ applies to service requests handled 24/7.
- On-premises budget—If a service request needs to be addressed on-premises, an on-premises budget for travel and expenses to the designated location is covered.

Figure 2: Types of TAP passes.	TRUSTED ADVISOR PROGRAM PACKAGING			
	Base	Express Pass	Express Pass+	On-premises budget
	Fifteen (15) Express Passes Enables service entitlement (F5-CST-TAP-STD-BASE)	Optional—package of five (5) Express Passes (F5-CST-TAP-STD-ADD)	Optional—package of five (5) Express Pass+ (F5-CST-TAP-PREM-ADD)	Optional—allocate a budget for on-premises visits (F5-CST-ON-PREMISES)
		L	ADD-ON COMPONENTS	

### CONCLUSION

The F5 Trusted Advisor Program streamlines access to the capabilities F5 Professional Services provides. The service gives you access to F5 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 of F5 solutions and maximize the value of your F5 product investment throughout its lifecycle.

For more information about how F5 TAP can help you get the most from your F5 investment or to inquire about purchase, contact your F5 Professional Services Sales team at consulting.sales@f5.com.



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