

# PROFESSIONAL SERVICES

## Service Overview

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A10 Networks Professional Services offerings allow customers to quickly put their investment into production. Professional Services consultants deliver a powerful combination of engineering, support, customer service and business consulting to complement your network team. Several offerings are available to match needs to the right activities and effort. Our templated, replicable approach, consultant training and strong project management support result in consistently high quality services for our customers.

## Extending Your Investment in A10 Networks

To efficiently maximize your investment in A10 Networks, we offer a variety of professional services that includes engineering, support, customer service and business consulting. Your network team can focus on more important tasks while A10 consultants efficiently manage, maintain and optimize your A10 products – all with the least amount of staff disruption and a minimized risk of errors.

You can choose from an array of high quality, flexible offsite or onsite options that use a collaborative approach with client-directed priorities for the best results. And with many of our services, we offer knowledge transfer and training, with tips and techniques on how to troubleshoot and maintain your A10 products.

## Features and Benefits

### Implementation Services

Each company's needs are different, so we offer a variety of implementation packages that vary in the services offered. You can pick the one that best fits your needs, whether it's help with a single installation, or support for a full network design.

- **Design.** This package is delivered onsite by a qualified A10 consultant and includes all of the tasks required to configure, test and deploy your solution. Our consultants use industry best practices and provide everything from design planning to the diagramming of your new network. This package provides thorough knowledge transfer for topics specific to your deployment.
- **Framework.** With an option for onsite or offsite assistance, this package provides you with a dedicated A10 consultant who will work with your team throughout your deployment. An A10 consultant will develop a high-level design, which will act as a guide for the configuration, the development and execution of a test plan, installation, user acceptance testing (UAT) and deployment of your A10 products. This package includes knowledge transfer.
- **Quick Start.** This is a cost-effective option for supporting your team as it deploys your A10 network. An A10 consultant sets up the network configuration and guides the deployment through to installation. This package includes limited UAT support and knowledge transfer.
- **Single Install.** If your team is prepared to deploy your A10 solutions but wants access to A10 support, this option is perfect. Working remotely, our consultant is available from the kick-off of the project through to the production installation. **Note:** A single install can be over several units, but it can only be one configuration. If your organization has two configurations to be deployed over six units, they should purchase two single installs.

## Customer Success Services

Once you've fully installed your A10 products, you may want additional professional services to ensure optimal network performance via the following packages.

- **Health Check.** This package ensures the correct deployment and optimizations of your A10 network. An A10 consultant works with you and your team either onsite or remotely to determine the right approach for maximizing your investment.
- **Enablement.** To allow for the greatest flexibility, this package provides access to the expertise of an A10 consultant as required, such as when you need troubleshooting, optimization, migrations and strategic planning, either onsite or remotely.

*Note: This is the only package that does not need to be consumed continuously, i.e., you can use it when you need it, as it is a "bucket" of hours.*

## Onsite Engineering Services

- **Resident Engineer.** If you have limited staff to address your networking needs, a resident engineer may be the best answer. As experts in A10 technologies and solutions, our engineers can provide you with highly efficient troubleshooting and optimization services to ensure that you get the responsiveness you need to address daily operations and business requirements.

## Professional Services Overview

A10 Networks provides a selection of offerings to accommodate the most common scenarios that customers face following new network investments. Our packages offer savings and efficiency but if your requirements are not listed here, please contact Professional Services, [PS\\_A10\\_Sales@a10networks.com](mailto:PS_A10_Sales@a10networks.com). Custom statements of work are available.

### Implementation Packages

Our implementation packages are based on the deliverables and activities essential to getting A10 products into production. There are several levels of engagement, depending on your needs and budget.

	Single Install	Quick Start		Framework		Design
	Offsite	Offsite	Onsite	Offsite	Onsite	Onsite
Kick-off, collect requirements	+	+	+	+	+	+
High-level design				+	+	+
Low-level design						+
Lab installation				+	+	+
Develop configurations	+	+	+	+	+	+
Production installation	+	+	+	+	+	+
UAT		Limited	Limited	+	+	+
Cutover				+	+	+
Offsite soak period monitoring						+
Knowledge transfer		Limited	Limited	+	+	+
Estimated hours	16	40	24	80	80	160

*Notes: Travel and expenses are charged as incurred. All hours must be used within a quarter of package kick-off. Package must be completed within one year of purchase. All hours must be used continuously, with no breaks in activity after starting.*

## Health Check and Enablement Packages

Our Health Check service offers review of deployed configuration and analysis to improve monitoring. The Enablement Package provides a number of hours that can be used when a project or need arises. Both packages are available offsite and onsite.

	Health Check Package		Enablement Package	
	Offsite	Onsite	Offsite	Onsite
Hours	16	40	24	80

*Notes: Travel and expenses are charged as incurred. Health Check must be used within three months, Enablement within six months of purchase. Health Check Package hours must be used continuously, with no breaks in activity after starting.*

## Resident Engineer Services

Resident Engineers are available to embed into our customers' teams, working alongside them on strategic work and daily operations.

	Resident Engineer Package	
	Onsite	Onsite
Hours	500	1,850

*Notes: Travel and expenses are charged as incurred. Resident Engineer hours must begin within three months of package purchase. Package must be completed within one year of purchase. All hours must be used continuously, with no breaks in activity after starting. Packages include project management hours for status reporting and administration: 20 hours in 500 hour package, 50 hours in 1850 package.*

## About A10 Networks

A10 Networks is a leader in application networking, providing a range of high-performance application networking solutions that help organizations ensure that their data center applications and networks remain highly available, accelerated and secure. Founded in 2004, A10 Networks is based in San Jose, California, and serves customers globally with offices worldwide. For more information, visit: [www.a10networks.com](http://www.a10networks.com)

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To learn more about the A10 Thunder Application Service Gateways and how it can enhance your business, contact A10 Networks at: [www.a10networks.com/contact](http://www.a10networks.com/contact) or call to talk to an A10 sales representative.