

Professional Services

Enabling Success with A10 Solutions

A10 Networks Professional Services offerings allow you to quickly put your 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 your needs. Our templated, replicable approach; consultant training; and strong project management support result in consistently high-quality services for our customers.

Optimize Your Infrastructure, Maximize Your Investment

To 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 solutions – with the least amount of staff disruption and a minimized risk of errors.

We designed our service packages to deliver savings and efficiency, and we also offer customizable statements of work. If your requirements are not listed here, please contact Professional Services and we'll create a project scope tailored to your business needs.

Offerings



Implementation



Resident Engineer



Customer Success

Talk With A10

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[a10networks.com/
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Features and Benefits



Implementation Services

Our Implementation Services 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.

Scoped to Fit Your Needs

Implementation packages are scoped for various time lengths to match your deployments. After we understand the complexity and scope of your project, your sales team will suggest the right fit package. Projects are bound by time and we define the activities we expect during that time.

Work Your Way

A10 Professional Services has a track record of successful deployments by working with customers remotely. Remote work can allow more flexibility as you work through your project. We understand that onsite PS is required at times and offer that as well. Travel costs are built in for in-country travel – that is, where we have engineers already in your country to visit.

Statement of Work

All Professional Services projects require a signed Statement of Work which allows you the opportunity to discuss the project with us to get the details right. As well as delivering on our mission of a great implementation, we leave you with diagrams of your network as built and a closure document to confirm what we've done.

Description	Hours	Remote	Onsite: Travel Included
20 day implementation	160		•
10 day implementation	80	•	•
5 day implementation	40	•	•
3 day implementation	24	•	•
2 day implementation	16	•	

Notes: Travel and expenses are included in the package price. All hours must be used within three months 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.

Features and Benefits



Ongoing Success Services

Harmony Controller Deployment

You will work with a PS Engineer to get A10 Harmony® configured and ready-to-go. In the process of the deployment, there is knowledge transfer so that your team understands options and settings. This gives you the solid start you need with Harmony Controller.

14045 Upgrade

The 14045-upgrade package is designed for customers who have A10 Networks' solutions and will upgrade a current implementation to 14045 devices. An A10 Professional Services Engineer will work with your team to complete the upgrade. The purchase of the 14045 device is not included in this package's pricing.

Health Check

Our Health Check service offers review of deployed configuration and analysis to improve monitoring. This package ensures the correct deployment and optimizations of your A10 solutions. An A10 consultant works with you and your team either onsite or remotely to determine the right approach for maximizing your investment.

Flexible Use

The Flexible Use Package provides service hours that can be used when a project or need arises. To allow for the greatest flexibility, this package offers access to the expertise of an A10 consultant as needed, such as when you require assistance with 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 as you go. It is a "bucket" of hours.)

Package	Harmony Controller	14045 Upgrade	Health Check	Flexible Use
Package	Remote		Remote or Onsite	
Work Location				
Hours	8	8	16	80

Professional Services Overview



Resident and Account Engineer Services

Resident Engineering

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 you get the responsiveness you need to address daily operations and business requirements. All hours must be used continuously, with no breaks in activity after starting. Packages include project management hours for status reporting and administration: 15 hours in 450-hour package, 50 hours in 1850 package.

Account Engineering

Get greater flexibility with a dedicated Professional Services Account Engineer. The Mixed Account Engineer provides 900 hours of remote support combined with 450 hours of onsite work. You can work with your assigned Engineer on projects via internet screen sharing and phone calls, then organize onsite visits when required. This package provides support for troubleshooting and projects on an as-needed basis. The package's hours must be consumed within one year after start from the start.

	Account Manager		Resident Engineer	
Work Location	Mixed	All Remote	Onsite	Onsite
Hours	900 Remote + 450 Onsite	900 Remote	450	1850

Notes: All purchases must begin within three months of package purchase. Package must be completed within one year of purchase.

Learn More

About A10 Networks

Contact Us

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