

Resident Engineer

Enabling Success with Professional Services

A10 Networks Professional Services offers Resident Engineer services that allow you to maximize your investment in A10 solutions. Professional Services Resident Engineers deliver a powerful combination of engineering, support, customer service and business consulting to complement your network team. Resident Engineers report to your location and work as a member of your network team, instantly optimizing your capacity and competency.

Optimize Your Team, Maximize Your Solutions

A10 Resident Engineers bring the highest level of engineering skills and know-how to your network IT organization. They become an extension of your team and have access to the full range of A10 Networks system tools, processes and resources to focus on all technical aspects of your A10 Networks infrastructure.

Your Resident Engineer is dedicated to helping you avoid common network pitfalls, proactively fix problems, and promptly summon additional A10 Networks technical and engineering resources to overcome any unexpected challenges.

Offerings



Resident Engineer

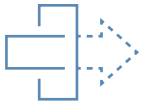


Account Engineer

Talk with A10

[A10networks.com/support/
professional-services](https://a10networks.com/support/professional-services)

Features and Benefits



Overview of Services

An A10 Networks Resident Engineer works at your team's direction, focusing on A10 solutions. The service is designed to allow Resident Engineers to focus on areas of urgency. When there is not an urgent need, your Resident Engineer will:

- Bring A10 Networks and industry technical networking expertise to your work site.
- Become a valued member of your engineering team to identify and implement solutions that eliminate problems and improve the end user experience.
- Provide network troubleshooting and operational support to maximize network uptime, reduce network operating costs, and accelerate revenue-generating activities.
- Team with your network operations group to develop standardized network and equipment operating procedures.
- Deliver and optimize the network value and features you need to excel in a constantly changing business environment.

Support verification tests on network design, configuration, interoperability, operating features, and functionality to ensure a quick and successful deployment.

Conduct informal product and technical workshops to accelerate the readiness of your engineering team.



Resident and Account Engineer Services

Resident Engineer

If you have limited staff to address your networking needs, a Resident Engineer may be the 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.

Account Engineer

Get greater flexibility with a dedicated Professional Services 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 as required. This package provides support for troubleshooting and projects on an as-needed basis. The package's hours must be consumed within one year from the start.

Professional Services Engineering Offerings

Account Engineers and Resident Engineers are embedded into your teams and work alongside you on strategic projects and daily operations.

Package	Account Engineer		Resident Engineer	
Work Location	Mixed	All Remote	Onsite	Onsite
Hours	900 Remote + 450 Onsite	900 Remote	450	1,850

Learn More
 About A10 Networks
 Contact Us
[A10networks.com/contact](https://www.a10networks.com/contact)

©2023 A10 Networks, Inc. All rights reserved. A10 Networks, the A10 Networks logo, ACOS, Thunder, Harmony and SSL Insight are trademarks or registered trademarks of A10 Networks, Inc. in the United States and other countries. All other trademarks are property of their respective owners. A10 Networks assumes no responsibility for any inaccuracies in this document. A10 Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice. For the full list of trademarks, visit: [A10networks.com/a10trademarks](https://www.a10networks.com/a10trademarks).

Part Number: A10-DS-15128-EN-03 AUG 2021