

Deployment & Enablement Service

Overview & Benefits

Whether you are deploying a brand-new infrastructure or expanding an existing cluster, Qumulo Professional Services provides the exact level of expertise you need.

Our deployment and integration services are designed to ensure your Qumulo environment is installed quickly, efficiently and according to best practices. By offering proactive guidance and offering technical enablement, we minimize disruption to your team's productivity and equip your team with the skills to confidently manage, optimize and scale your storage investment via a fully managed deployment service.

Managed Deployment Service

- **Deployment Project Management:** Dedicated oversight of Qumulo-specific deliverables, milestone tracking and timeline management to ensure a seamless implementation.
- **Project Kickoff & Alignment:** An initial collaborative session with key stakeholders to align on the project scope, establish communication channels and define the target deployment timeline.
- **Infrastructure Readiness Planning:** A consultative review of environmental prerequisites, providing your team with the necessary guidance to prepare the network and environment prior to deployment.
- **Final Site Validation Review:** A formal pre-deployment checkpoint to confirm all hardware and network requirements have been successfully met, mitigating risks and ensuring a frictionless deployment session.
- **Comprehensive Deployment & Technical Enablement:** The end-to-end installation and initialization of your Qumulo cluster, concluding with a dedicated Qumulo Technology Overview session designed to transfer best practice knowledge and empower your team with best practices for ongoing management.

Optional Hardware Installation Add-On

Qumulo's hardware installation services is an optional add-on service that is available when purchasing onsite installation services:

- Physical unboxing, racking and cabling to the network switches and power outlets of Qumulo-supported hardware up to 10 nodes per day.
- Note this service does not include the installation of the racks, configuration of network switches, removal of packaging from site or hardware environment documentation.

Service Order Information

SKU	Service Description
Q-PRO-ONSITE-DEPLOYMENT	PS - Onsite Deployment & Enablement
Q-PRO-REMOTE-DEPLOYMENT	PS - Remote Deployment & Enablement
Q-PRO-ONSITE-HW-1DAY	PS - Onsite Hardware Installation Service - 1 Day

Note the following ordering requirements:

- Clusters: One (1) SKU quantity per ten (10) nodes (per cluster).
- EdgeAccelerator: One (1) SKU quantity per five (5) EdgeAccelerators.

Service Scope & Deliverables

- **Software & Cluster Configuration:** Installation of the Qumulo software and baseline configuration of a single cluster to the specifications defined in the Pre-Installation Checklist.
- **Flexible Delivery:** Available as onsite or remote engagements based on the service purchased.
- **Knowledge Transfer:** A dedicated two (2) hour Technology Overview session.
- **Engagement Scope:** Delivered as a single, contiguous session from a single location.

Requirements

- **Shared Responsibility:** Qumulo provides dedicated project management strictly to orchestrate Qumulo resources for a successful implementation. It does not include project management responsibility for other teams, infrastructure or operations.
- **Hardware Readiness:** All hardware must be racked, powered, cabled to the network and firmware updated according to manufacturer specifications.
- **Network Readiness:** Switches must be configured in advance to meet Qumulo networking requirements.
- **Access:** Administrative access to the environment.
- **Personnel:** Availability of key stakeholders - such as storage and network administrators - to provide information and participate in planning and review sessions, including during the installation activities.
- **Facilities (Onsite Only):** Physical access to the data center and a workspace or conference room equipped with a screen or projector for the Technology Overview.
- **For Remote Delivery:** A dedicated workstation with simultaneous access to the internet, the hardware out-of-band management interface and the cluster production VLANs.

Exclusions

The following activities are not included in this service:

- **Pre-requisite Infrastructure:** This service does not include the physical installation or configuration of any hardware or network components.
- **Unsupported Platforms:** Installation on non-Qumulo supported hardware.
- **Advanced Services:** Design, data migration, custom configuration, performance tuning or software integration. If required, we can deliver via our other service offerings or for advanced configuration beyond the baseline scope via a guided enablement during the Knowledge Transfer session, time permitting.

Qumulo's Professional Services Agreement incorporates and governs all aspects of the services described in this datasheet.