

Avocent Professional Services

Train

Training is a critical component of the Avocent Professional Services program. Avocent offers customers in depth training on our solutions. Training focuses on best practices and the most effective way to use Avocent products. Train to utilise the full power of the Avocent solution.

Training Programs

Avocent Global Training offers regional classes, instructor-led training at one of our facilities, or web-based training from your desktop.

Instructor-led Training

Avocent's experienced, world-class instructors provide customised technical courses at your facilities. Students attending training will receive detailed student guides and experience hands-on lab exercises designed to get the most out of every learning experience. Custom training programs range from 1 to 3 days in duration.

Custom

Course 350: DSView® 3 management software and supported appliances.

Pre-scheduled

Course 351: DSView 3 management software and supported appliances - Fundamentals

Course 352: DSView 3 management software and supported appliances - Advanced

Concurrent training

Onsite hands-on training is available to show you how to maximise the potential of the Avocent solution.

Online - Virtual Classroom

Attend live on-line training to acquire your Avocent product knowledge from the comfort of your own desk. The Webinars promote faster and more efficient Avocent deployments coupled with the long-term benefits of reduced IT operational costs, increased IT asset and personnel productivity. Details of the training schedules and curriculum are available at www.avocent.com/services.

Service Delivery

The Avocent Training department is responsible for the delivery of all curriculum-driven training programs.

How the Programs work

When a Training program is purchased the Avocent training department will contact you or your client to confirm the booking and go through the details of the training requirements where applicable (*custom training courses only*).

How to Order

Avocent training courses are listed on the Avocent web site. You can register for our courses online today. Payment can be made through your Avocent distributor.

Benefits

- Maximise purchase value
- Improve user efficiency
- Utilise full solution functionality

Deploy

Avocent provides a comprehensive range of deployment services for planning and installing the Avocent purchased equipment, and extended assistance to fine-tune the system configuration. Our deployment programs provide customers with the expert knowledge and resources to reduce the installation and implementation time.

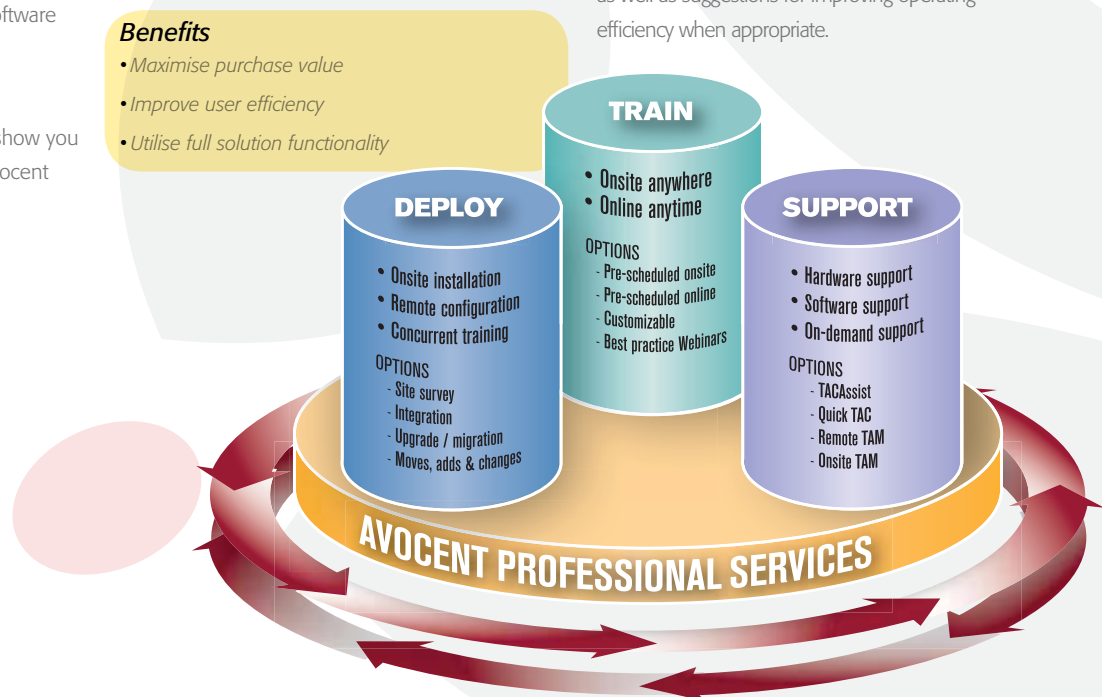
Programs

Onsite installation - Onsite installation of newly purchased Avocent equipment. Configuration of network parameters, local devices, software installation and configuration of administrative and server parameters tailored for optimum performance.

Remote configuration - Online delivery of configuration settings and pre-scheduled telephone support for installations. This service is intended for customers that have physically installed the Avocent products and need assistance in configuring the products to their environment.

Concurrent training - Onsite hands-on training is available to maximise the potential of your newly implemented Avocent solution.

Site Survey - Avocent provides planning services that include asset and configuration documentation as well as suggestions for improving operating efficiency when appropriate.



Migration - Install or upgrade to the latest version of the DSView® 3 management software solution and/or product firmware.

Integration - Integrate the DSView 3 software solution with existing applications using Avocent's software development kit (SDK).

Moves, Adds & Changes - Re-Installation, de-installation and configuration of existing Avocent equipment.

Out-of-scope Services - Additional work outside the scope of the service agreed will be charged at the current Time & Material (T&M) rate. Avocent offers preferential T&M rates for Avocent contracted customers.

Service Delivery

There are three phases in the successful delivery of deployment services:

Pre-Delivery - All orders require a Statement of Work (SOW), and a representative from Avocent will contact you to define and document the work required.

Delivery - An Avocent Technical Services representative will carry out the work per the agreed Statement of Work.

Post-Delivery - Avocent and the customer will review and assess the work completed and sign-off upon completion of work.

How to order

Each purchase requires a Statement of Work (SOW) developed as a collaborative effort between Avocent and the customer, which describes the specific tasks, scope of work, and deliverables for each project.

Delivery Schedule - Each deployment program has an eight (8) week lead time. (Expedite options are available).

Delivery - Available during normal or extended working hours.* The service is performed onsite by product specialists as defined in the implementation schedule agreed upon with the customer.

Term - The service is terminated at the end of the scheduled assistance period.

Service exclusions - Any services not specifically described in the statement of work are excluded from this service. If, during the service provision period, complementary services are identified as desirable, a separate quotation will be provided.

Availability - Please contact your local Avocent/Gamma representative to confirm availability of these services in your region.

** See local conditions for definition of normal working hours. (Extended working hours are chargeable and are defined in the statement of work agreed with the Customer).*

Benefits

- Leverage Avocent expertise
- Reduce setup time
- Eliminate setup and installation errors
- Minimise impact on resources

Support

The Avocent Professional Services hardware support and software upgrade protection programs offer a complete range of solutions including advanced replacement, 24x7 technical services, priority access to Avocent technical services and software updates. Support services maximise availability and ensure the Avocent solution is always up to date.

Software Support Programs

Software Upgrade Protection

This program provides software updates and upgrades on Avocent software.

Hardware Support Programs

Plus Program

This program offers advance replacement and priority call handling during normal business hours, on all hardware/appliances covered by the program.

Premium Program

This program offers advanced replacement and priority call handling 24 x 7, on all hardware/appliances covered by the program.

Support Options

TAC assist: Scheduled telephone/remote assistance

QuickTAC: Expedited case escalation

Remote TAM: Dedicated Avocent technical resource available remotely

Onsite TAM: Dedicated Avocent technical resource onsite

On-demand Support Programs: Priority access to Avocent technical resources for unplanned or unscheduled events.

Service delivery

The Avocent technical services group is responsible for the coordination and delivery of Support programs. Service delivery of support options is dependant on the type of engagement: Contracted or On-Demand.

Support Contracts are designed to cover all Avocent assets at a specific site. When Support customers contact Avocent services, they are immediately identified and provided top priority service as indicated by the agreement. Support agreements are purchased in 1-year increments.

On-demand service options may be purchased on a case-by-case basis. When a specific technical service case requires expedited service escalation or handling, technical service representatives work with the customer to engage inside sales and process the request.

The specific service option is then provided for the duration of the individual case.

How the Programs work

Software and hardware support programs are provided in contracts of One (1) year increments, and these support contracts supersede the standard warranty terms and conditions.

On-demand support programs are provided on a case-by-case basis to support non-contracted customers requiring priority support.

How to order

All hardware programs can be purchased at the time of ordering the product, or at any time during the lifetime of that product. Software programs must be purchased at the time of purchasing the Avocent software or within the software maintenance period.

On-Demand support options can be purchased at any time during contact with Avocent Technical services. Avocent offers discounts and incentives for pre-paying contracts during product purchase, and for purchasing multiple year coverage; please contact your Avocent/Gamma representative for more details on these offers.

Benefits

- Eliminate unplanned support costs
- Maximise network availability
- Expedite support services
- Expedite product replacement