



Quick Start Installation and Training

Avere Professional Services

Key Benefits

Accelerate Time to Production

Enable the customer's product or service to get to market sooner

Realize Avere Benefits

Quickly gain performance, data management, and cost savings improvements

Learn Best Practices

Application-specific advice and training provided by experienced industry experts

Save Time and Money

Start fast and avoid wasted time and resources in the future

Avere FXT Edge filers provide a complete solution for optimizing file-based applications and storage and moving legacy NAS environments to public and private cloud infrastructures. Avere's Quick Start installation and training service is designed to quickly move customer applications into production, gain the performance, data-management, and cost-saving benefits the FXT Edge filers provide, and lay the groundwork for continued success.

Quick Start is available in two service offerings:

- Quick Start FXT for clusters with up to 6 physical FXT Edge filers
- Quick Start vFXT for clusters with up to 6 virtual FXT Edge filers

Add-on services are available for larger clusters. Each Quick Start offering includes application-specific installation, in-depth knowledge transfer, and instructor-led remote training.



Installation

Quick Start includes an installation service delivered by an Avere Systems Engineer (SE). For Quick Start FXT, the SE is on site with the customer for up to 8 hours to conduct the installation. For Quick Start vFXT, since all the physical equipment is located remotely in the cloud service provider's data center, the SE conducts the installation remotely via web conferencing.

All Quick Start installations include network configuration, Core filer connectivity, basic export/AD configuration, and client/server mounting. At the conclusion of the installation phase of the Quick Start service, the application is operational and passing data. Add-on services are available for storage optimization and performance tuning.

Knowledge Transfer

Quick Start ensures that the customer takes away a strong understanding of the Avere installation and operational processes. The Avere SE guides the

Services Overview

Installation

- Network configuration
- Core filer connection
- Basic export/AD configuration
- Client/server mounting
- Application passing data

Knowledge Transfer

- In-depth instruction on above installation steps
- GUI walk-through
- Hardware walk-through
- How to contact and work with customer support

Instructor-led Training

- 60 minutes of instructor-led training
- Customized based on three customer-selected topics

Self-guided Training

- Full access to online training site
- Includes library of over 50 educational videos

Quick Start Offerings

- Quick Start FXT – on-site installation and training, up to 6-node physical FXT cluster
- Quick Start vFXT – remote installation and training, up to 6-node virtual FXT cluster

Add-on Services (at additional cost)

- Large cluster installation (greater than 6 FXT or vFXT nodes)
- Storage optimization and performance tuning
- Full-day on-site training
- Half-day of live web-based training

customer through the installation, explaining each step and how it fits in the greater context. The Avere Edge filer provides a powerful GUI for managing storage as well as monitoring and analyzing data traffic from the application to the storage. The Quick Start process includes a complete walk-through of the GUI, a walk-through of the hardware, and instruction on how to contact and work with Avere customer support.

Training

To continue the learning process after the installation is complete, Quick Start includes instructor-led training and access to a library of educational videos. The customer picks three items from a list of training topics for deeper instruction and an Avere training expert prepares a customized 60-minute training session and delivers it over web conferencing. For self-guided training, the customer gains access to a library of more than fifty educational videos.

Additional Services

Additional services, including storage optimization, performance tuning, and half-day/full-day training classes can be added to the Quick Start offering. Contact your Avere Systems sales representative or authorized Avere partner for more details.

