

A V E R E

Avere Training Solutions

Key Benefits

- Save time with training delivered when and where it's needed
- Put Avere technology to work faster and accelerate time to production
- Develop proficiency in using Avere Control Panel and interpreting dashboard statistics for easier NAS performance monitoring and faster troubleshooting
- Conserve administrative resources by implementing best practices from the outset
- Fully understand Avere technology with guidance and recommendations from storage-industry experts

Customer Training for Avere Systems FXT Series Edge Filer Solutions

Avere Systems training services help storage administrators and solution architects quickly gain expertise to manage Avere Systems FXT Edge filer solutions for optimal data management and efficiency. Led by experienced Avere technical staff, training sessions provide opportunity for fast knowledge transfer. Avere experts offer instruction for installation and operational processes, as well as application-specific guidance to help administrators implement best practices and fully exploit FXT technologies.

Choose the Best Time and Place

Self-paced (via online-accessible recorded videos), live web-based, and onsite training classes give administrative staff flexibility to tailor the learning process to individual schedules and skill sets. All live web-based and onsite training sessions are customized from a catalog of technical topics, assembled to provide full coverage of deployed solution elements and delivered to optimally serve customer priorities.

Learn from the Experts

Training content is developed and delivered by storage-industry professionals who bring both in-depth Avere technology and real-world expertise to the process. Trainers design sessions—typically serving six to as many as 12 attendees—to maximize knowledge transfer and make the most efficient use of attendee time.

Avere trainers are committed to providing the information that accelerates solution time to value and ensures optimal application of Avere technologies. With years of training and industry experience, Avere trainers are equipped to offer best-practice guidance to clients supporting installations from three to fifty FXT nodes at organizations of every size, from small organizations to the largest, multi-billion-dollar corporations.

Access a Library of Educational Videos

With the purchase of an Avere FXT or Avere vFXT solution, customers gain immediate, no-charge access to more than 50 setup and configuration videos on the Avere Learning site. A linear course design makes it easy for new users to begin with foundational training before building expertise in more complex topics. Start, for example, with the FXT Setup video series to learn the basics of configuring an FXT cluster, then move on to FXT Network Settings. Likewise, course modularity lets administrators jump to specific topics as needed or experienced users to navigate directly to more advanced subjects such as enabling the Local Directories feature. Short-duration, to-the-point videos give administrators on-demand access to time-saving instructions for both fast ramp-up and convenient future reference.

Training Services Overview

Self-paced Training

(included at no charge with Avere FXT system purchase)

- Full access to the Avere Learning Site learning management system
- Access to the Avere library of more than 50 educational videos

Quick Start Service

- Onsite training and installation of a physical FXT or a vFXT cluster (up to six nodes)
- 60 minutes of customized instruction covering three customer-selected topics

Additional Services

- Full-day onsite, instructor-led advanced training (up to 12 attendees per session)
- Half-day live, web-based advanced training (up to 12 attendees per session)
- 90-minute live, web-based advanced training (up to 12 attendees per session)
- Large-cluster (more than six nodes) installation service

Get a Quick Start

Purchase the Avere Systems Quick Start service for installation assistance delivered by an Avere systems engineer (SE). The Avere SE guides the customer through the installation, explaining each step and its relation to the operational process. The Quick Start service includes a detailed review of the graphical user interface (GUI), a walk-through of hardware, and instructions for contacting and working with Avere Systems customer support.

The Quick Start service is available for both Avere physical and virtual FXT deployments. For the Quick Start FXT service, the SE conducts the installation onsite at the client facility. Since the physical systems in Avere vFXT solutions are located in the cloud provider data center, Avere SEs deliver Quick Start vFXT installation services remotely via web conferencing.

To continue the learning process post installation, customers can take advantage of the Quick Start instructor-led training service available at no additional cost. Based on the customer's choice of three topics from a selection of more than 25 technical subject areas, an Avere training engineer prepares a customized 60-minute training session delivered to the customer via web conferencing. The live web session includes a question-and-answer time to provide opportunity for administrators to address environment- and application-specific queries.

Gain Expertise to Optimize, Troubleshoot, and More

Customers can also purchase advanced training services to gain more in-depth knowledge of storage optimization, troubleshooting, and other processes critical to on-going administration. Live, web-based training—ideal for globally distributed administrative teams—can be scheduled in half-day or 90-minute sessions. Schedule training sessions to be delivered in a single block of time or delivered in smaller increments over multiple days. Training sessions typically include an instructor presentation with time available for students to ask general solution questions or to make inquiries specific to the customer environment. Session start and end times can be arranged to accommodate international customers.

Customers can also contract with Avere Systems for an onsite trainer at the client's facility. A full-day training session can incorporate the use of the customer's FXT cluster, and students are always encouraged to share questions and comments to create an engaging, productive training experience. While a one-day session meets the needs of most customers, a two-day session can be developed to integrate hands-on lab modules.

Customers can also request that the FXT training be hosted at Avere Systems corporate headquarters in Pittsburgh, Pennsylvania. Students traveling to the Avere site have the opportunity to meet Avere engineering staff and tour the Avere site that includes the FXT manufacturing facility.

Engage Any Time

Avere can also help with the follow-on challenges that often accompany team changes, updated or expanded installations, and new use cases. At every step, from initial implementation to on-going solution expansion and management, Avere Training and Avere Professional Services teams can provide valuable assistance that helps administrative staff ensure success and optimal application of the Avere-technology footprint.

For pricing and additional information about advanced training or professional services, contact Avere or an authorized Avere partner.