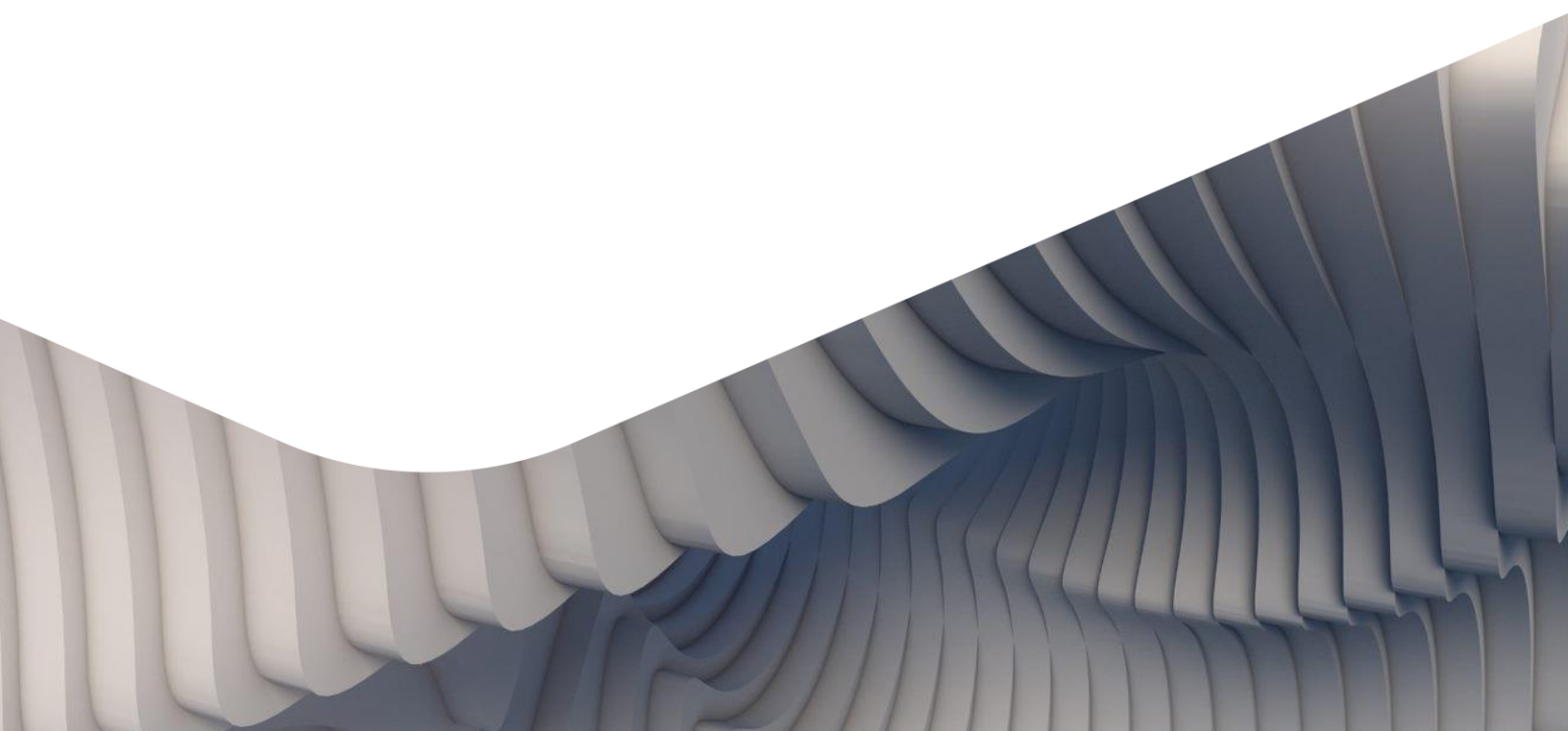# Professional Services

Solution Brief

Introduction

The Kemp Professional Services team provide expertise and insight to ensure the rapid and issue-free deployment of application delivery resources. Kemp evaluates, plans, designs and implements your application delivery environment with a personalized service that brings the experience of over 40,000 implementations to your deployment. With Kemp Professional Services, the engagement is scheduled with a Kemp engineer who will analyze your requirements and define an agreed statement of work to configure and optimize your application delivery services such as load balancing, web application firewall and edge security authentication for your specific workloads. This approach saves significant amounts of time in the critical bring-up phase of a deployment and is backed by priority Tier 3 Support throughout the entire engagement. Beyond reducing initial deployment overhead, Kemp goes on to ensure that administrative staff receive a full transfer of information relating to their configuration.

Benefits of Kemp Professional Services?

Quicker deployments
Guaranteed best practice configuration
Priority Tier-3 support during engagement and go live
Reduce cost by using trained application deployment experts
Enhance internal skillsets

Kemp Professional Services greatly simplify and accelerate application delivery deployments in a wide range of scenarios including cloud migration and implementation of highly-available services. It ensures correct implementation and ongoing quality of service by applying best practices and by drawing on the expertise of the Kemp engineers in a wide range of workload scenarios. Kemp Professional Services offer pre-defined levels of engagement or optionally we can customize the engagement to meet unique requirements. All engagements provide a defined statement of work after the initial assessment and pricing is fixed for the work defined regardless of duration. This means that costs are visible up-front and that the engagement is task focused and not time constrained.

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Professional Services Scenarios

Cloud Migration
Legacy Load Balancer Migration
New Workload Deployment
Skill and Knowledge Transfer
Deployment Validation
Security Assessments

Professional Services Portfolio

Professional services are offered as 3 pre-defined tiers or as a custom engagement.

Professional Services Engagement Tier			
	Express	Core	Advanced
Engagement window	5x8	24x7	24x7
Deployment Pre-assessment	✓	✓	✓
Initial Configuration and Setup	✓	✓	✓
Workload Configurations	1	5	10
LoadMaster® Deployments	2	4	9
Introduction to Kemp	✓	✓	✓
Knowledge Transfer	✓	✓	✓
Tier 3 support during UAT	-	✓	✓
Tier 3 support during cutover	-	✓	✓

GEO Configuration	-	✓	✓
Kemp 360 Central® Configuration	-	✓	✓
Workload Validation	-	✓	✓
Migration from existing Load Balancer Deployments	-	-	✓
Documentation of deployment	-	-	✓
1 Year Free of Kemp 360 Vision®	-	-	✓
SSL/TLS Security Assessment	-	-	✓
Hybrid Deployment Support	-	-	✓
SDN Load Balancing	-	-	✓

Service	Definition
Engagement Window	Express is available during normal working hours (5x8). Core and Advanced tiers are available 24x7.
Deployment Pre-Assessment	Define scope of project, scale of applications, and required configuration. Scope of project will be itemized in agreed Statement of Work.
Initial Configuration and Setup	Best practice configuration of LoadMaster (including HA and Cluster) Confirm operation of failover service availability Best practice global configuration System wide logging and monitoring configuration.
Application Workload Configuration	Application specific configuration Deployment validation
Introduction to Kemp	Kemp ID Creation Help Center and Community Overview Security and Product Notifications Account Manager Introduction
Knowledge Transfer	Training on administration and general maintenance. Networking and traffic flow training
Tier 3 support during cutover	Services Engineer availability (as per engagement window) during cutover of services to production.
Tier 3 support during UAT	Support up to 2 weeks (elapsed) of user acceptance testing
GEO Configuration	Build and synchronize GEO configurations spanning across multiple sites. Verify testing of configuration during UAT.
Workload Validation	Validate each element of workload configuration is functioning as expected. Create customized template for configuration.
Kemp 360 Central Configuration	Deploy and configure Kemp 360 Central in a virtual environment to manage newly deployed LoadMaster instances.
Migration from existing Load Balancer Deployments	Migration of basic Virtual Service configurations from a range of vendors*. Windows NLB HAproxy AWS Elastic LB F5 Big-IP LTM Citrix Netscaler Nginx Azure Load Balancer Azure Application Gateway Azure Traffic Manager Riverbed StingRay Riverbed SteelApp Riverbed Traffic Manager
Documentation of deployment	Documentation of deployed environment and configuration.
1 Year Free of Kemp 360 Vision®	Free 1 year of Kemp 360 Vision on all devices in deployment.
Security Assessment	Define customized cipher sets and security stance to meet SSL Labs 'A' rating.
Hybrid Deployment Support	Deployment of LoadMasters to include Azure AD environment. Site to site VPN from LoadMasters on premise and in cloud.
SDN Load Balancing	SDN load balancing configuration for Virtual IPs

* 3rd Party products and services referenced may be registered trademarks or trademarks of the relevant parties in the United States and/or other countries

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