kemp

Core Professional Service

kemp

Service Delivery Process

Kemp Core Professional Services (SRV-COR) are remote English-speaking technical engagements designed for medium Environments. This service includes one LoadMaster deployment or 1 HA Deployment (2 LoadMasters), and up to 5 application workload configurations. It also includes ESP configuration, Workload Validation, Cutover Availability, and Knowledge Transfer. This service is best matched with product capabilities in our LoadMaster Enterprise Subscription Offering

Planning/Design	
Engagement Window	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.*
Build/Configure	
Introduction to Kemp	Kemp ID Creation, Help Center and Community Overview, Security and Product notifications, Account Manager Introduction.
Initial Configuration and Setup	Best practice configuration of LoadMaster (including Base Deployment, Licensing and Network Settings). Best practice global configuration.
LoadMaster™ Deployments	Up to 2 LoadMasters in an HA Configuration. LoadMaster can be deployed as Hardware, Virtual or Cloud Solutions.
HA Configuration	High Availability configuration and relative tests to confirm operation of failover service availability.
Workload Configurations	Up to 5 Workloads. Include configuration of SSL (Offloading, Re-Encryption, allowed Protocols, Certificates, Ciphers, SNI, etc), Persistence and Scheduling Methods, Content Switching, Health-checking, etc.
ESP Configuration	Configuration and test of the Edge Security Pack Feature on the required Virtual Services. Configuration of Frontend and backend SSO to publish and protect workload servers. Configuration of additional ESP Options like (Allowed Virtual Hosts, Allowed Virtual Directories, Permitted Groups, Image Sets, etc).
Validate/Cutover	
Tier 3 Support during Cutover	Services Engineer availability (as per engagement window) during cutover of services to production.
Tier 3 Support during UAT	After Cutover is completed, 2 weeks of user acceptance testing (UAT) are granted.
Workload Validation	Validate each element of workload configuration is functioning as expected. Create customized template for configuration.
Augment	
Kemp 360 Central™ Configuration	Deploy and configure Kemp 360 Central in a virtual environment to manage newly deployed LoadMaster instances.
System Administration Tasks	System wide logging and monitoring configuration. Include User setup, WUI Configuration, Set up of automated backups, SNMP configuration, Syslog configuration, Configuration of email alerts, Remote Access Configuration, NTP Configuration.
SSL/TLS Security Assessment	Define customized cipher sets and security stance to meet SSL Labs 'A' rating.
Knowledge Transfer	
LoadMaster General Administration	Training on how to operate the LoadMaster.
Maintenance Procedures	Firmware Updates, Basic Troubleshooting, Workload Maintenance procedure.
Configuration Overview	An overview of the configuration implemented as part of this service. Explanation of features and functionality enabled.
Kemp 360 Overview	If implemented, K360 Central and Vision config and feature overview.

* Statement of Work (SoW) need to be signed before starting the Configuration process.
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Kemp's Core service ensures customers not only receive the latest best practice configuration updates but also ensure that administration teams can refresh or extend their knowledge with the inclusion of additional remote LoadMaster administrator training. The goal is to have a guaranteed best practice configuration to meet the business need whilst ensuring customers understand the latest feature enhancements available to them.

Starting the service

Once an order has been received and processed by Kemp a service voucher will be issued electronically. The voucher includes a unique reference number and an email address to contact to when ready to schedule and install. _Kemp request that you contact us at least 5 business days prior to the installation._ The Client agrees to adhere to the best practices provided to them by Vendor to ensure successful delivery of their applications. The Client agrees to make the necessary resources available to Vendor throughout the Configuration Services engagement. The Client agrees to have all necessary pre-requisites in place as agreed during the Pre-Assessment section of SOW.

Important

**Any additional integration tasks not stated in this doc shall be regarded as out of scope**. **If additional services are required, please contact your Kemp representative and you will be recommended alternative suitable installation packs.**

Areas out of scope:

- **WAF Configuration**
- **Migration from Existing ADC Deployments**
- **GEO Configuration**
- **Deployment Documentation**
- **SSL/TLS Security Assessment**

Completion Criteria

Kemp shall be regarded as having fulfilled its obligations when any one of the following first occurs:
Kemp accomplishes the activities described within this schedule of work. No response from
Client within 14 days of electronic communication from Kemp confirming if the client accepts the work is complete will be deemed acceptance.

Client has the right to contractually terminate services if it is not implemented in accordance of the schedule of work outlined within 90 days of purchase provided the Client has presented Kemp with any issues identified for investigation by Kemp Enterprise Engineering Team or Kemp Customer Support Team.

Schedule of Work Pre-requisites

Customer Pre-Requisites

- In the case of hardware, the customer will be responsible for racking and cabling the solution.
- In the case of virtual appliances, the customer will be required to install the virtual machines ready for access.
- The customer will have pre-installed the required system drivers to enable a remote Zoom session with the engineer at the scheduled agreed time of installation and will ensure they have connectivity to the GUI of the devices needing configuration.
- The customer will be responsible for all network, storage, routing and firewall changes needed throughout the configuration process, Kemp will be solely responsible for configuration of the Kemp LoadMaster.
- The Client has access to the application to be load balanced to make necessary modifications and verify successful behaviour.
- The Client needs to have the application configured to meet the needs and requirements of the Client in a standalone setting before ADC configuration begins by the Vendor.
- The Client provide a test plan to verify desired application behaviour meets the needs and requirements of the Client.

Kemp Commitments

- Kemp commits to completing the tasks outlined in the schedule of works regardless of delivery timescale.
- Customers who need to schedule multiple sessions to complete the schedule of work shall be able to do so without penalty.
- Wherever possible Kemp shall try to accommodate the customers preferred dates but reserve the right to make alternative suggestions based on resource availability.
- Kemp shall follow its best practice methodology in deploying all applications and shall give best practice network recommendations to customer where appropriate.
- Kemp will endeavour to ensure that the same engineer shall deliver the whole schedule of work. In the event Kemp is unable to do this we will work with the customer to minimize any project disruption.
- Kemp will make clear it's full terms and conditions on its website www.kemp.ax.