

# LoadMaster Audit Professional Services

Assistance with best practice and methodological assessments.

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TECHNICAL SERVICES

## SUPPORTED TASKS

- ✓ **Account Optimizations**
- ✓ **Company Review**
- ✓ **Global LoadMaster Optimization Documentation**
- ✓ **Virtual Service Optimization Documentation**
- ✓ **Configuration Rollout**

## LoadMaster Audit Professional Services

Audit Professional Services (SRV-AUDIT) (“Services”) are designed for engineers seeking a best practice and methodical assessment of an existing LoadMaster estate. In addition, the Services are designed to refresh and extend knowledge of the latest LoadMaster feature enhancements available. The Services include up to 8 hours of remote English-speaking Progress Professional Services resource time (Sr. Principal Practice Consultant level) to provide you with advice and assistance on any or all of the tasks listed below:

### Account Optimizations

- Create and confirm a Kemp ID with an email address or distribution group.
- Explain “My Inventory” and demonstrate its usage.
- Follow appropriate sections in the Help Center that pertain to configuration.
- Training on how to create a Support ticket.

### Company Review

- Introductions to Key Stakeholders of the LoadMaster
- Discuss company architecture, locations, DC locations, company size, etc.
- Discuss LoadMaster presence in the company and the past issues.
- Discuss what firmware to the most appropriate firmware for bug fixes, feature enhancements, and security patches.

### Global LoadMaster Optimization Documentation

- WUI Session Management
- SSL Properties
- HA and Interface/Network Configuration
- External Logging and Monitoring
- User Rights Management/AAA
- Reoccurring Backup of Configuration
- NTP, MOTD, Local Hostname Configuration
- Automatic WAF rule and GEO IP Reputation List updates (if applicable)
- Kemp 360 Central Configuration for Centralized LoadMaster Management

## Virtual Service Optimization Documentation

- Virtual Service Standard and Advanced Configuration
- SSL Configuration
- Health Checks
- Global and Per VS HTTP Optimizations
- ESP Configuration
- GEO Configuration
- Routing and Network Configuration
- Content Rules
- Identify Excess Unnecessary Configuration.

## Configuration Rollout

- Cutover to defined best practice configuration in documentation.
- Create new documentation for new best practice configuration.

The Services are subject to the terms and conditions of the Professional Services Agreement set forth at <https://www.progress.com/legal> ("Agreement"). Service Provider will be the Progress entity that accepts and processes the order for the Services and may be referred to in the Agreement and herein as "Service Provider", "we", "us", or "our"; Client will be the individual or entity for whom the Services are being ordered and may be referred to in the Agreement and herein and therein as "Client", "you", or "your". Any defined terms referenced but not defined herein will have the meaning as set forth in the Agreement.

You will have 6 months from our invoice date (please note that if you are purchasing through a reseller/distributor, this will be the date of our invoice sent to the entity ordering the services from us) to make use of the 8 hours of service purchased, and any unused hours at the end of said period will expire. If the 8 hours of service are fully depleted and additional Progress Professional Services resource time is required to assist you with the completion of any of the tasks outlined above, then such additional time will be subject to a separate purchase. A resource will be assigned to the project and will engage during their local business hours' time zone.

The Services will be delivered by us or our Affiliate remotely unless otherwise expressly agreed in writing by an authorized representative of Service Provider or its Affiliate. If we agree or our Affiliate agrees, as applicable, to provide all or any portion of the Services at your location, you will reimburse us or our Affiliate for any and all actual expenses incurred in performing such Services including travel and living expenses, in accordance with the terms of the Agreement.



Talk to us about advanced services:  
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## About Progress

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