

LoadMaster Express Professional Services

Advice and assistance on key tasks when you need it.

TECHNICAL SERVICES

SUPPORTED TASKS

- ✓ **Planning/Design**
- ✓ **Build/Configure**
- ✓ **Validate/Cutover**
- ✓ **Knowledge Transfer**
- ✓ **Augment**

LoadMaster Express Professional Services

Express Professional Services (SRV-EXP) (“Services”) are designed for small to medium Environments and 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:

Planning/Design

Deployment Pre-Assessment: Define scope of project, scale of applications, and required configuration.

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: LoadMaster configured as an HA pair, using site to site resiliency (GEO). 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: 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).

GEO Configuration: Build and synchronize GEO configurations spanning across multiple sites (Partnership). Include configuration of Selection Criteria, Cluster Health-checking, Miscellaneous Parameters. Verify testing of configuration during UAT.

WAF Configuration: Configure the Kemp WAF Rules and provide guidance on which rules to enable/disable and how to tweak rules to meet custom needs. An Audit period will be used to validate rule compatibility.

Migration from Existing ADC 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.

Validate/Cutover

Support during Cutover: Services Engineer availability during cutover of services to production.

Workload Validation: Validate each element of workload configuration is functioning as expected. Create customized template for configuration.

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.

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.

Documentation of deployment: Documentation of deployed environment and configuration.

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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.



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