

Upgrade Services

Assistance with LoadMaster migrations from existing Kemp deployments.

TECHNICAL SERVICES

SUPPORTED TASKS

- ✓ **Planning/Design**
- ✓ **Build/Configure**
- ✓ **Validate/Cutover**

Upgrade Services

Upgrade Professional Services (SRV-UPGRADE) (“Services”) are designed for customers that are seeking a best practice, methodical and granular remote service used to accomplish LoadMaster migrations / upgrades from existing Kemp deployments. The Services include up to 16 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

Engagement Window: 24x7

Deployment Pre-Assessment: Define scope of project, action plan for the migration and cutover requirements.

Build/Configure

LoadMaster™ Deployments: Up to 2 LoadMasters. 1 single or 2 within an HA pair, or Geo cluster. LoadMaster can be deployed as Hardware, Virtual or Cloud Solutions.

Initial Configuration: Licensing, migration of basic settings and Network Settings from existing LoadMaster Deployment). Best practice global configuration.

HA Configuration: High Availability configuration and relative tests to confirm operation of failover service availability.

Workload Migration: Only LoadMaster existing workloads will be migrated. New workloads are not within scope.

ESP Configuration: ESP Settings from the existing Loadmaster deployment will be migrated.

WAF Configuration: WAF Settings from the existing Loadmaster deployment will be migrated.

GEO Configuration: GEO Settings from the existing Loadmaster deployment will be migrated.

Validate/Cutover

Tier 3 Support during Cutover: Services Engineer availability (as per engagement window) during cutover of services to production.

Workload Validation: Validate each element of workload configuration is functioning as expected. Create customized template for 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 16 hours of service purchased, and any unused hours at the end of said period will expire. If the 16 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:
kemptechnologies.com/contact

About Progress

Dedicated to propelling business forward in a technology-driven world, [Progress](https://www.progress.com) (Nasdaq: PRGS) helps businesses drive faster cycles of innovation, fuel momentum and accelerate their path to success. As the trusted provider of the best products to develop, deploy and manage high-impact applications, Progress enables customers to develop the applications and experiences they need, deploy where and how they want and manage it all safely and securely. Hundreds of thousands of enterprises, including 1,700 software companies and 3.5 million developers, depend on Progress to achieve their goals—with confidence. Learn more at www.progress.com.

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