Network interconnect workshop

Multi-cloud and multi-site hybrid IT are becoming requirements to meet the needs of today's distributed world. As workloads become more dispersed, the paradigm has shifted from data center centric to interconnection centric – making high-performing, highly reliable, and secure connections between users and applications more critical than ever.

In our Network Interconnect Workshop, Flexential Professional Services experts facilitate a focused and structured workshop and partner with your team. Our subject matter expertise includes all types of clouds, multiple network device platforms, and a vendor-agnostic viewpoint that takes advantage of a hybrid IT strategy. We work to understand your current environment, its challenges, and future state requirements to develop a tailored architecture and the path to achieve the future state.

Workshop experience

- Assignment of a dedicated project manager and lead engineer to guide the process
- Kick-off meeting with all parties for team introductions and presentation of the project plan
- Pre-workshop discovery to understand your environments and requirements for tailoring a future state for your specific needs
- During the workshop, we discuss your current WAN architecture and strategy, future requirements, and business objectives to draft an appropriate future state architecture and implementation plan
- Post-workshop, we further analyze the collected information and create the deliverables package
- Final meeting to present and discuss deliverables

Deliverables

- High-level future state interconnect architecture diagram
- Transformation methodology to achieve proposed future state
- Identification of major phases and milestones
- Identification of risks, prerequisites, and requirements
- Opportunities to leverage new cloud platform features
- Post-workshop presentation of findings and discussion

Problems we solve

- Remote Site-to-site interconnect reliability
- WAN performance issues
- Application performance
- Roadblocks to multi-cloud and multi-site IT

Outcomes we create

- Multi-cloud, hybrid IT-ready interconnect architecture
- Highly available, reliable, site-to-site connectivity
- Improved WAN and application performance
- Interconnect foundation that enables quick scalability

Remote hands events

Remote Hands Service events include:

- Power cycle of customer-owned equipment
- Swapping or pulling media/hard drives
- Re-run or move of cables
- Cable tracing
- Providing a dedicated escort for a visitor
- Un-boxing and racking a server
- Un-racking a server and placing it on the loading dock

Contracted or ad hoc requests that take under 60 minutes to complete will be handled as soon as possible. If it is determined that the request will take longer than 60 minutes then we ask that the work be scheduled 2 weeks in advance to allow for approriate scheduling and staffing.

Event time calculation

Ad hoc events will be priced at a rate of $200/hour (1 hr. minimum per event). Additional time required on the same event will be billed in 15-minute increments.

Upon receiving a request that falls under the category of **Remote Hands Services**, Flexential will inform the customer that charges may result. After being informed that charges may result, if a customer does not wish to proceed with the Remote Hands request, they should contact Flexential Support immediately to avoid charges.

Flexential also offers **Remote Hands Services** at a discount if added to contract and are available in 1, 5 or 10-hour blocks.

Flexential also offers Remote Hands Services at a discount if added to contract 10-hour blocks. Please reach out to your account team for pricing.

SLA	
Response Time - **High** Priority	Flexential support staff will answer phone calls 24x7x365. Remote Hands requests are scheduled immediately based on resource availability
Response Time - **Medium** Priority	Flexential support staff will respond within 4 hours to a ticket request to acknowledge receipt. Remote Hands requests are scheduled based on resource availability.
Response Time - **Low** Priority	Flexential support staff will respond by 4 the next business day to a ticket request to acknowledge receipt. Remote Hands requests are scheduled based on resource availability.

RACI			
Responsibility	Flexential	Customer	Details
Remote Hands Ticket Request	I	R	The customer is responsible for communicating their requirements for a Remote Hands event to Flexential Service Support through the customer portal or over the phone
Ticket Response	R	I	Flexential personnel will respond to Remote Hands requests according to the Priority level set by the Customer
Remote Hand Solution	R	I	Resolved immediately by Flexential personnel or scheduled as soon as resources are available. Customer will receive confirmation once the Remote Hands ticket is complete and the hours logged to support the Remote Hands request