

NEXSAN ASSUREON PROFESSIONAL SERVICES PROCESS & DELIVERABLES

NEXSAN PROFESSIONAL SERVICES ENGAGEMENT PROCESS

What?	Who?	Notes
Initial Discovery	Sales	What are the customer requirements for success.
Scope the Engagement	Sales & PS	How many units and where will they be installed. Will weekend or after-hours work be required.
Draft Statement of Work	Sales & PS	The draft SOW may not contain all the details require to complete the engagement, but will contain enough detail to ensure the initial scoping effort was accurate.
Sales Handover	Sales, PS & Customer	Sales to schedule meeting with customer to Introduce PS Engagement Team
Finalize SOW	PS & Customer	The final SOW contains all details required for a successful installation and requires customer acceptance prior to scheduling resources.
Establish Customer & PS Tasks	PS & Customer	Discussion on customer requirements for the refresh process.
Establish Schedule	PS & Customer	The PS team will work with the customer to ensure all dates and times are set. Any special requirements for access to the site(s) should be raised during this step (if they were covered in the detailed SOW).
Commence Engagement	PS	Nexasan begins work according to the customer approved schedule.
Walkthrough & Turnover	PS & Customer	Once physical & remote work is finished, customer receives basic product training from Nexsan if required.
Customer Acceptance	PS & Customer	The customer agrees that the installation was successfully completed and they are now able to use the product.

NEXSAN ASSUREON SYSTEM REFRESH

With the purchase of Nexsan Professional Services to accompany your Nexsan Assureon(s) refresh, the following services will be performed::

- Rack, connect cabling for the Nexsan Assureon Storage System, & power up system
- Setup and verify network connectivity to the Nexsan Assureon
- Upgrade the existing Assureon system if necessary
- Expansion of new hardware into the existing domain
- Remotely perform the migration of existing Assureon assets
- Configuration of the Nexsan Assureon and finalization of the refresh
- Contraction and Cut Over, remove old hardware and point to new hardware
- Additional customer specific deliverables written into the statement of work (CTE, etc.)