

Consultancy Services

Help For Your Most Complex Challenges

As your storage environment scales and integrates with advanced workflows, cloud architectures and complex data centers, standard deployments often evolve into highly customized ecosystems.

The Consulting Service from Qumulo Professional Services provides you with direct, ad-hoc access to our Technical Consultants to solve complex challenges, design custom architectures and optimize your environment for specialized workloads.

Operating under a mutually defined Statement of Work (SOW), our senior Technical Consultants bring deep subject matter expertise to help you overcome technical hurdles, accelerate advanced initiatives and maximize the return on your Qumulo investment.

Flexible Consulting Scenarios

Consulting services are highly flexible and custom-scoped to your specific business requirements. Example consulting engagements include:

- **Architecture & Workflow Optimization:** Deep-dive analysis and tuning of your environment to optimize workload performance.
- **Advanced Data Protection & DR:** Architectural design and hands-on implementation of complex, multi-site replication and snapshot policies to meet RPO / RTO compliance.
- **API & Automation Enablement:** Over-the-shoulder collaboration with your development or DevOps teams to leverage Qumulo's REST API for automating the storage environment, alerting and reporting.
- **Major Infrastructure Transitions:** Expert advisory and technical validation during major infrastructure transitions.
- **Customized Training & Enablement:** Deep-dive, hands-on educational sessions tailored to your specific environment and workflows, ideal for rapidly upskilling new administrators or mastering advanced Qumulo capabilities.

Service Order Information

SKU	Service Description
Q-PRO-ONSITE-CNS-1DAY	PS - Onsite Consulting - 1 Day
Q-PRO-REMOTE-CNS-1DAY	PS - Remote Consulting - 1 Day

Note the following ordering requirements:

- One (1) SKU quantity provides one (1) standard business day, or up to eight (8) hours of consulting services.
- Quantity of units is determined during the SOW scoping process for Consulting Services.

Service Scope & Deliverables

- **Discovery & Scoping:** Qumulo will conduct a discovery session with your team to understand your technical objectives, timeline and required deliverables.
- **Statement of Work (SOW):** Qumulo will draft a SOW detailing the exact scope of work, the estimated timeline and the required number of consulting days to achieve the defined outcomes.
- **Execution:** Once the SOW is executed, Qumulo will assign a Technical Consultant to deliver the agreed-upon services. All work performed will be strictly limited to the boundaries defined within the SOW.
- **Flexible Delivery:** Available as onsite or remote engagements based on the service purchased.

Requirements

- **Project Governance:** Unless explicitly defined otherwise within the SOW, the customer retains overall project management responsibility and is expected to ensure the readiness of all prerequisite infrastructure.
- **Access & Collaboration:** The customer must provide the necessary administrative access to the Qumulo environment and ensure the relevant internal personnel (network engineers, workflow application owners, etc) are available to collaborate during the scheduled consulting sessions.
- **Facilities (Onsite Only):** Physical access to the required data center and workspace to deliver the agreed work.
- **For Remote Delivery:** A dedicated workstation with simultaneous access to the internet, the hardware out-of-band management interface and the cluster production and management VLANs.

Exclusions

The following activities are not included in this service:

- **Pre-requisite Infrastructure:** This service does not include the physical installation or configuration of any hardware or network components.
- **Custom Software:** Qumulo will provide API enablement and scripting examples; however, we do not develop, compile or support bespoke third-party software applications.
- **Data Manipulation:** Qumulo Technical Consultants advise on migration strategy but do not execute data transfers or assume liability for data loss. Managed data migrations are available as a separate service offering.

Qumulo's Professional Services Agreement incorporates and governs all aspects of the services described in this datasheet.

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