

Qumulo Installation and Orientation Services

Q-PRO-ONSITE-HW-1DAY, Q-PRO-ONSITE-INIT-1DAY, Q-PRO-REM-INIT-1DAY, QPROONSITEINIT1DAY, QPROREMINIT1DAY, QPROONSITEHW1DAY

Datasheet

Overview & Benefits

Whether you're running a company, managing an IT department, or administering your company's infrastructure systems, you probably have things you'd rather be doing than optimizing your new data storage solution.

Let Qumulo assist you in solving this problem so you can concentrate on what you're truly passionate about. Qumulo Initialization and Orientation services are designed to help you get started quickly, minimizing disruption to your team's productivity. These services may include a variety of activities, such as:

Initialization & Orientation Services

- Collecting pre-installation planning data and evaluating your environmental and technical site readiness
- Completing onsite or remote installation of the Qumulo software and basic cluster configuration
- Conducting a Qumulo technology overview session

Key Activities

Action	Responsibility
Kickoff call	All
Pre-installation planning checklist	Customer
Site readiness review call	All
On-site or remote installation	Qumulo Consultant
On-site or remote technology overview session	All

Hardware Installation Add-On

Qumulo's hardware installation services is an add-on service that is available when purchasing the installation services or node add services.

- Physical unboxing and racking of Qumulo-certified hardware up to 10 nodes into customer racks (for clusters larger than 10 nodes, the quantity of hardware installation services may need to be increased).
- Cabling of the Qumulo-certified hardware to the network switches and power outlets (but it does not include the configuration of the network switches).
- Note this service does not include the installation of the racks, removal of packaging from site nor documentation to show the rack and cable layout.

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

Scope

The scope of the deployment service includes:

- Onsite Installations: One eight-hour session onsite for software installation and technology overview
- Remote Installations: One or more sessions, not to exceed eight hours, for software installation and technology overview
- Installation of Qumulo software on up to 10 nodes. The number of installation services may be increased for clusters larger than 10 nodes.
- Technology overview session of up to two hours

Requirements

- Pre-Installed Qumulo-certified storage servers (rack and stack, power and network cabling)
- Administrator access to Qumulo installations
- Key customer personnel (such as network architects, network engineers and network administrators) to provide information and participate in planning and review sessions, including onsite installation activities
- Onsite Installations: access to the Qumulo-certified storage servers for the installation and a conference room with projector for the technology overview
- Remote Installations: Onsite computer configured with access to the internet, the installed hardware platform out-of-band management interface, and the production VLAN to which the cluster will be connected

Exclusions

The following activities are not included in the scope of this service:

- We are unable to install Qumulo software on servers that are not Qumulo-certified hardware configurations
- Does not include installation of the OEM partner storage servers, cabling, switches and/or networking equipment
- Does not include the implementation or configuration of your network
- Advanced performance testing or tuning is not included
- Qumulo will not load, manage, or manipulate your data