



Qumulo Node Add Services

Q-PRO-ONSITE-INIT-NODE-ADD, Q-PRO-REM-INIT-NODE-ADD, Q-PRO-ONSITE-HW-1DAY, QPROONSITEINITNDAD, QPROREMITNDADD, QPROONSITEHW1DAY



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 installing nodes to expand your existing Qumulo storage solution.

Let Qumulo assist you in solving this problem so you can concentrate on what you're truly passionate about. Qumulo's node-add services are designed to make the process of adding nodes smooth and efficient, minimizing disruption to your team's productivity. Our services include the following activities:

Node-Add Initialization Services

- Collecting pre-installation planning data and evaluating your environmental and technical site readiness
- Completing onsite or remote installation of the Qumulo software
- Adding nodes to the cluster and monitoring the system

Key Activities

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

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 Node Add service includes:

- For Onsite Installations: One eight-hour session onsite for software installation and adding new nodes to the Qumulo storage solution
- For Remote Installations: One or more sessions (not to exceed eight hours) for software installation and adding new nodes to the existing Qumulo storage solution

Requirements

- Pre-Installation of the 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) are available to provide information and to participate in planning and review sessions and onsite installation activities
- For Onsite Installations: access to the Qumulo-certified storage servers for the installation
- For Remote Installations: Onsite computer configured with access to the internet, the out-of-band management interface required for the installed hardware platform, 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
- This service does not include installation of the OEM partner storage servers, cabling, switches and/or networking equipment
- This service does not include the implementation or configuration of your network
- We do not offer advanced performance testing or tuning as a part of this service
- Qumulo will not load, manage, or manipulate your data