Qumulo Installation & Orientation Services

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 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 & 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 readiness for the installation.
- Completing onsite or remote installation of the Qumulo software and basic cluster configuration.
- Conducting a Qumulo Technology Overview session to equip your team with the skills to manage and optimise your Qumulo environment.

Key Activities

Action	Responsibility
Kickoff call	All
Pre-installation planning checklist	Customer
Site readiness review call	All
Onsite or remote installation & Technology Overview	Qumulo

Optional Hardware Installation Add-On

Qumulo's hardware installation services is an optional add-on service that is available when purchasing an onsite installation services:

- Physical unboxing, racking and cabling to the network switches and power outlets of Qumulo-supported hardware up to 10 nodes per day.
- Note this service does not include the installation of the racks, configuration of network switches, removal of packaging from site nor documentation to show the rack and cable layout.

Service Part Numbers (SKUs)

SKU	Service Description
Q-PRO-ONSITE-INIT-1DAY	8-hour onsite session for software install, cluster setup and knowledge transfer
Q-PRO-REM-INIT-1DAY	8-hour remote session for software install, cluster setup and knowledge transfer
Q-PRO-ONSITE-HW-1DAY	Physical rack, stack and cabling for up to 10 Qumulo-supported servers.

Service Scope & Deliverables

- **Software & Cluster Configuration:** Installation of the Qumulo software and cluster initialization for up to ten (10) nodes or up to five (5) EdgeConnect clusters (delivered from a single location).
- **Flexible Delivery:** One eight-hour engagement delivered either onsite (in a single location) or remotely, depending on the service purchased.
- **Knowledge Transfer:** A dedicated two (2) hour Technology Overview session.
- **Scalability:** For deployments exceeding ten (10) nodes or five (5) EdgeConnect clusters, additional service units may be purchased proportionally.

Requirements

- **Hardware Readiness:** All Qumulo storage servers must be racked, powered, cabled to the network and firmware updated according to manufacturer specifications.
- **Network Readiness:** Switches must be configured in advance to meet Qumulo networking requirements.
- **Access:** Administrative access to the environment.
- **Personnel:** Availability of key stakeholders - such as storage and network administrators - to provide information and participate in planning and review sessions, including during the installation activities.
- **Facilities (Onsite Only):** Physical access to the data center and a workspace or conference room equipped with a screen or projector for the Technology Overview.
- **For Remote Delivery:** A dedicated workstation with simultaneous access to the internet, the hardware out-of-band management interface and the cluster production VLANs.

Exclusions

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

- **Pre-requisite Infrastructure:** This service does not include the physical installation or configuration of the hardware or network components identified above in the "Requirements" section.
- **Unsupported Platforms:** Installation on non-Qumulo supported hardware.
- **Advanced Services:** Data migration, custom performance tuning, configuration of Cloud Data Fabric or 3rd-party software integration. If required, we can deliver via our other service offerings.

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