

# Gigamon Professional Services

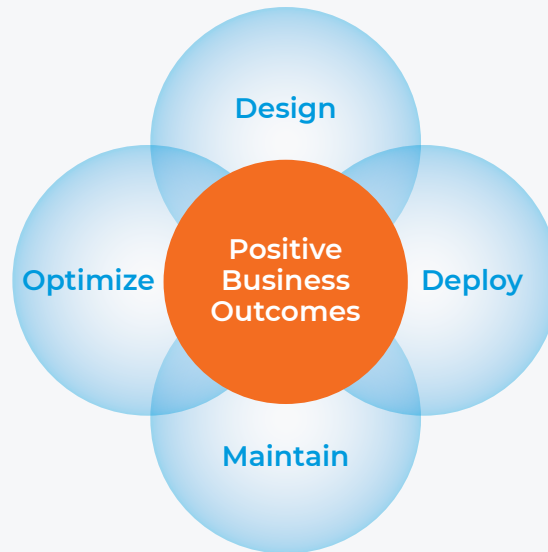


Figure 1. Gigamon Solution lifecycle.

## The Challenge

Gigamon Professional Services provides subject matter experts to help customers get the greatest value from designing, deploying and expanding network visibility solutions into their infrastructure. Focused personnel are required to apply best practices to achieve desired business outcomes such as: improving overall network security posture, reducing your incident response time, benchmarking new tool sets, or just monitoring your traffic flows across physical, virtual and cloud environments. Security and network staff time is consumed by managing existing workload so finding time to design, deploy, and optimize visibility solutions is challenging.

## Solution

Utilize the Gigamon Professional Service team to focus on the details of all phases of your Gigamon solution lifecycle. Together we achieve successful outcomes for your business by creating and executing a detailed service delivery plan which includes application of our industry best practices and methodologies.

## Gigamon Professional Services Overview

Gigamon Professional Services provide subject matter experts (SMEs) to assist with the application of industry best practices regarding implementing the Gigamon Deep Observability Pipeline, a next-generation network packet broker purpose-built for security and network monitoring. SMEs can help at any or all stages in the Gigamon solution lifecycle. Gigamon SMEs are available through scalable onsite and remote service delivery options to accelerate the time to achieve business value from your Gigamon investment.

Gigamon onsite professional services provide an SME resource to work side-by-side with your staff where remote access to the Gigamon systems may not be available or allowed. Gigamon remote services provide an SME resource via phone and shared desktop to assist you. All Gigamon Professional Services projects include a knowledge transfer to enhance understanding and utilization of the [Gigamon Deep Observability Pipeline](#) for your network.

Lifecycle phases, typical timelines, and business objective

- Design (0-3 months): Align target architecture to identified business targets
- Deploy (3-6 months): Accelerate deployment of products into your existing network
- Maintain (1-5 years): Ensure smooth operations, network performance and uptime
- Optimize (annually): Adapt Gigamon deployment to changing business requirements

### Solution Lifecycle Phases and Service Components

Service Feature	Benefits
Design (0-3 months)	<ul style="list-style-type: none"> <li>• Best practice design guidance to align deployment strategy directly to business objectives</li> <li>• Design validation in pre-production or lab environment using recommended configuration to ensure performance</li> <li>• Virtual modeling option for complex system environments and equipment interaction to simulate deployment of large-scale installations that are difficult to model physically</li> </ul>
Deploy (3-6 months)	<ul style="list-style-type: none"> <li>• Predictable successful deployment overseen by a Gigamon SME to ensure optimal configuration</li> <li>• Creation of configurations and map rules so traffic distribution goals are met at initial deployment</li> <li>• Performance validation of the implementation to ensure a smooth and low risk transition to customer operation</li> <li>• Day 1 support and knowledge transfer</li> </ul> <p>NOTE: Rack and stack is not included in this service.</p>
Maintain (1-5 years)	<ul style="list-style-type: none"> <li>• Gigamon Resident Services Engineer to work side-by-side with client staff for immediate access to Gigamon expertise</li> <li>• Deliver best practice operational guidance for optimal uptime</li> <li>• Trusted advisor to lead operational tasks including equipment provisioning, software upgrades, new service additions, and ongoing knowledge transfer for Gigamon products</li> <li>• Rapid escalation for expedited fault resolution</li> <li>• Accelerated application of changes to meet business objectives</li> </ul>
Optimize (annual validation)	<ul style="list-style-type: none"> <li>• Periodic tune-ups so the implementation continues to provide maximum business benefits</li> <li>• Optimize tool and network port utilization so valuable network data is provided to the right tools</li> <li>• Map grooming and simplification to ease ongoing maintenance</li> <li>• Identify congestion trigger points to ensure there is no data loss as traffic volumes increase</li> <li>• Best-In-Class performance as networks expand and evolve to meet business needs</li> </ul>

## How to Order

The Gigamon Professional Services offerings are listed below, and customers can choose packages as per their stage need. Service delivery is highly flexible and may contain a mixture of onsite and remote services, based on the Gigamon Customer Life Cycle stage as identified above and below. All onsite offerings include travel and expenses.

### Ordering Information

#### Gigamon Professional Services (GPS), Design and Deployment Assistance Packages

Design and Deploy	Gigamon PS Remote Assistance Workday. Design/deployment assistance, use w/in 6 months. Gigamon Professional Services Remote (PSR) Assistance Workday (AWD) for Gigamon PS design and deployment as needed customer deployment environment and/or use-case(s).  *Includes up to 1 (one) 8-hour regular time working days of design and deployment assistance, used within 6 months of services kick off date.	GPS-PSR-AWD
	Gigamon PS Remote Design and Deployment assistance, 4 hours, used w/in 6 months of services kick off date. Remote Design and Deployment assistance, ideal for software upgrades, small deployments, and limited feature additions.  *Includes up to 1 (one) 4-hour block of remote assistance.	GPS-PSR-DD4
Deploy and Maintain	Gigamon PS After Hours Uplift to standard workday, used within 6 months of services kick off date. Gigamon Professional Services After Hours Uplift for each after hours workday (work requested outside of normal workday hours). Typically used for initial deployment or other support assistance during maintenance windows.  *Must be used in combination with a Gigamon PS standard workday and used within 6 months of services kick off date.	GPS-PSR-AHU
Maintain	Gigamon Onsite Resident Services Engineer – Annual Contracted On-site Support – 48 weeks, 12 consecutive months	GPS-GOS-RSE <sup>1</sup>
	Gigamon Onsite Resident Services Engineer – Annual Contracted On-site Support available as follows: RS0 = (1 day/month), RS1 = (1 week/month), RS2 = (2 weeks/month), RS3 = (3 weeks/month)  *Scheduled at least 30 days in advance, unused time does not carry forward.	GPS-GOS-RSx <sup>1</sup>
	Gigamon Remote Resident Services Engineer – Annual Contracted Remote Support – 48 weeks, 12 consecutive months	GPS-GRS-RSE
	Gigamon Remote Resident Services Engineer – Annual Contracted Remote Support available as follows: RS0 = (1 day/month), RS1 = (1 week/month), RS2 = (2 weeks/month), RS3 = (3 weeks/month), RS4 = (4 weeks/month)  *Scheduled at least 30 days in advance, unused time does not carry forward.	GPS-GRS-RSx
Design, Deploy, Maintain or Optimize	Gigamon PS Project Management workday, used within 6 months of services kick off date. Gigamon Remote (PSR) or Onsite (PSO) Project Management workday applied to Gigamon design, deploy, maintain, or optimize project activity.  *Includes up to 1 (one) 8-hour regular time working day of remote project management support, used within 6 months of services kick off date.	GPS-PSR-PM <sup>1</sup> GPS-PSO-PM <sup>1</sup>
	Gigamon On-site workday used as needed for design, deploy, maintain, or optimize activity.  *Includes up to 1 (one) 8-hour regular time working day of on-site assistance at identified location, used within 6 months of services kick off date.	GPS-PSO-WDA <sup>1</sup>

**Gigamon Professional Services (GPS), Design and Deployment Assistance Packages**

Optimize	<p>Onsite GigaHEALTH Network Assessment, used within 6 months of services kick off date. Optimization assistance which provides on-site Gigamon resource to collect, analyze and provide recommended optimization recommendations for customer’s Gigamon solution.</p> <p>*Includes up to 1 (one) 8-hour regular time working days of design and deployment assistance at the customer identified location, used within 6 months of services kick off date. Contact Gigamon Professional Services to determine the number of days required to assess and provide optimization recommendations for your network.</p>	GPS-PSO-GNA <sup>1</sup>
	<p>Remote GigaHEALTH Network Assessment, used within 6 months of services kick off date. Optimization assistance which provides remote Gigamon resource to collect, analyze and provide recommended optimization recommendations for customer’s Gigamon solution.</p> <p>*Includes up to 1 (one) 8-hour regular time working day of optimization services, used within 6 months of services kick off date. Contact Gigamon Professional Services to determine the number of days required to assess and provide optimization recommendations for your network.</p>	GPS-PSR-GNA
	<p>Remote GigaHEALTH Express Check option (4 hours), used within 6 months of services kick off date. Optimization assistance which provides remote Gigamon resource to collect, analyze and provide recommended optimization recommendations for customer’s Gigamon solution.</p> <p>*Includes up to 1 (one) 4-hour regular time working session of optimization services, used within 6 months of services kick off date. Contact Gigamon Professional Services to determine the number of days required to assess and provide optimization recommendations for your network.</p>	GPS-PSR-GNE

<sup>1</sup> NOTE: All Onsite services requires prior scheduling directly with Gigamon PS team.

**For More Information**

For additional information, please contact Gigamon Professional Services at [PS@gigamon.com](mailto:PS@gigamon.com) or visit [gigamon.com](http://gigamon.com).



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