



## Data Sheet

# Gigamon Professional Services

### 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 existing infrastructure requires focused personnel 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 work-load so finding time to design, deploy, and optimize visibility solutions is challenging.

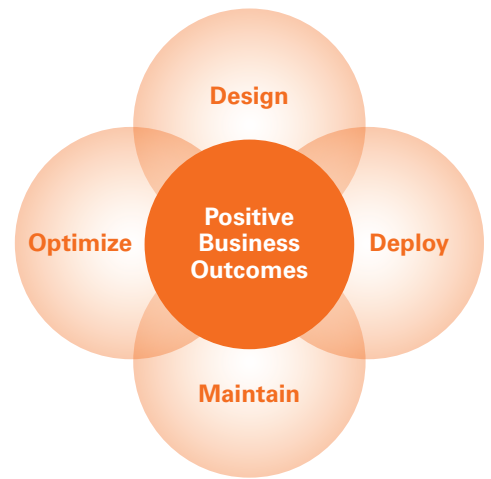


### Solution

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 **GigaSECURE® Security Delivery Platform**, 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 GigaSECURE® investment.



*Gigamon Solution lifecycle*

Gigamon onsite professional services provide 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 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 **GigaSECURE®** 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 of GigaSECURE®.
- Optimize (annually): Adapt GigaSECURE® to changing business requirements.

Table 1: Solution lifecycle phases and service components

Service Feature	Benefits
<b>Design</b> <b>(0-3 months)</b>	<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>
<b>Deploy</b> <b>(3-6 months)</b>	<ul style="list-style-type: none"> <li>• Predictable successful deployment overseen by a Gigamon SME to ensure the optimal configuration of GigaSECURE®</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> <li>• Please note: Rack and stack is not included in this service</li> </ul>
<b>Maintain</b> <b>(1-5 years)</b>	<ul style="list-style-type: none"> <li>• Gigamon Resident Service 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>
<b>Optimize</b> <b>(yearly validation)</b>	<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

Gigamon's 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.

**Table 2: Ordering Information**

<b>Gigamon Professional Services (GPS), Design and Deployment Assistance Packages</b>		
<b>Design and Deploy</b>	<b>KICK START Remote Design and Deployment assistance</b> , ideal for software upgrades, small deployments, and limited feature additions. *Includes up to <b>1 (one), 8-hour work-day of remote assistance</b> , used w/in 6 months of services kick off date.	GPS-PSR-KDA
	<b>COMPACT Remote Design and Deployment assistance</b> ideal for remote sites that don't require physical presence to accomplish project goals, or projects that don't need in-person contact between client and Gigamon staff. *Includes up to <b>3, 8-hour work-days of remote design and deployment assistance</b> , used within 6 months of services kick off date.	GPS-PSR-CDA
	<b>COMPACT Onsite Design and Deployment assistance</b> recommended where face to face contact is needed for improved communication, when physical onsite work needs to be done by Gigamon staff, or when client policy doesn't allow remote equipment access. *includes up to <b>3, 8-hour work-days of onsite</b> design and deployment assistance with 1 on-site visit, used within 6 months of services kick off date.	GPS-PSO-CDA
	<b>MIDSIZE Onsite Design and Deployment assistance</b> recommended where face to face contact is needed for improved communication, when physical onsite work needs to be done by Gigamon staff, or when client policy doesn't allow remote equipment access. *Includes up to <b>4, 8-hour work-days of onsite</b> design and deployment assistance with 1 on-site visit, used within 6 months of services kick off date.	GPS-PSO-MDA
	<b>FULLSIZE Onsite Design and Deployment assistance</b> recommended for larger and/or more complex assignments, where face to face contact is needed for improved communication, when physical onsite work needs to be done by Gigamon staff, or when client policy doesn't allow remote equipment access. *Includes up to <b>6, 8-hour work-days of onsite</b> design and deployment assistance with 1 on-site visit, used within 6 months of services kick off date.	GPS-PSO-FDA
	<b>Gigamon PS Add-on Work Day (AWD) to Gigamon PS design/deployment assistance packages</b> used only in combination with Gigamon PS design and deployment assistance packages as needed for larger or more complex deployment environment and/or use-case(s). *Includes up to <b>8-hour regular time working day</b> of design and deployment assistance, used within 6 months of services kick off date.	GPS-PSR-AWD
	<b>Deploy and Maintain</b>	<b>Gigamon PS After Hours Uplift to standard work day</b> for work requested outside of normal work-day hours. Typically used for initial deployment or other support assistance during maintenance windows. *Must be used in combination with a Gigamon PS standard work day and within 6 months of services kick off date.
<b>Maintain</b>	<b>Gigamon Onsite Resident Support Engineer – Annual Contracted On-site Support – 50Weeks</b>	GPS-GOS-RSE
	<b>Gigamon Onsite Support Engineer</b> – Annual Contracted On-site Support available as follows: RS0 = (1 day/month), RS1 = (1 week/month), RS2 = (2 week/month), RS3 = (3 week/month) *Scheduled at least 30 days in advance, unused time does not carry forward.	GPS-GOS-RSx
	<b>Gigamon Remote Resident Support Engineer – Annual Contracted Remote Support – 50Weeks</b>	GPS-GRS-RSE
	<b>Gigamon Remote Support Engineer</b> – Annual Contracted Remote Support available as follows: RS0 = (1 day/month), RS1 = (1 week/month), RS2 = (2 week/month), RS3 = (3 week/month) *Scheduled at least 30 days in advance, unused time does not carry forward.	GPS-GRS-RSx

\*Onsite service requires prior scheduling directly with Gigamon PS team.

Table 2: Ordering Information continued

Gigamon Professional Services (GPS), Design and Deployment Assistance Packages		
<b>Design, Deploy, Maintain or Optimize</b>	<b>Gigamon PS Project Management work-day, used within 6 months of services kick off date.</b> Gigamon Remote (PSR) or Onsite (PSO) Project Management work-day applied to Gigamon design, deploy, maintain, or optimize project activity. *Includes up to <b>1 (one) 8-hour regular time working day</b> of remote project management support, used within 6 months of services kick off date.	GPS-PSR-PM1  GPS-PSO-PM1
	<b>Gigamon On-site work-day</b> used as needed for design, deploy, maintain, or optimize activity. *Includes up to <b>1 (one) 8-hour regular time working day</b> of on-site assistance at identified location, used within 6 months of services kick off date.	GPS-PSO-WDA
<b>Optimize</b>	<b>GigaHEALTH Network Assessment, used within 6 months of services kick off date.</b> Gigamon network optimization assistance which provides remote (PSR) or onsite (PSO) Gigamon resources to collect, analyze and provide recommended optimization for the Gigamon solution. *Includes up to <b>1 (one) 8-hour regular time working day</b> 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.	GPS-PSR-GNA  GPS-PSO-GNA

\*Onsite service 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)