

Gigamon Resident Support Engineering Service



Service Description

Gigamon® Resident Support Engineer (RSE) service provides a full-time dedicated engineer, certified in Gigamon technology, to augment existing client staff. The Gigamon Subject Matter Expert’s (SME) responsibilities could include overseeing design, deployment, maintenance, and optimization of the Gigamon solution. This service helps customers get increased ROI from their Gigamon investment while alleviating the risk of adopting and managing new technology.

The RSE works under the customer’s guidance to manage the Gigamon solution and provides proactive best practices guidance for optimized Gigamon use. Service is provided onsite so clients have real-time access to a Gigamon SME on a daily basis.

This service is ideal for customers with large, complex Gigamon deployments in a high availability setting, requiring ongoing maintenance to keep up with network growth, increased security needs and visibility requirements.

Features and Benefits

Service Feature	Benefits
Design	<ul style="list-style-type: none"> • Post-sales, best practice design guidance to ensure Visibility Fabric deployment strategy directly aligns with customer’s business objectives • Design guidance incorporates the combined experience of Gigamon’s global installed base to ensure customer success
Deployment	<ul style="list-style-type: none"> • Assures a quick, successful, and low-risk deployment by providing a solution specialist to oversee all configuration aspects of Gigamon equipment installation for the customer deployment • Creation of configurations and map rules so traffic distribution goals are met at initial bring-up • Install and validate performance of Gigamon’s latest feature sets and hardware platforms to provide customers a smooth and low risk transition to our most recent Visibility Fabric innovations
Maintenance	<ul style="list-style-type: none"> • Dedicated, Gigamon Onsite Resident Engineer to work side-by-side with client staff daily for immediate access to Gigamon product expertise • Deliver best practice operational guidance toward optimum uptime for our customers • Trusted advisor relationship to lead Gigamon operational tasks including equipment provisioning, software upgrades, new service additions, and ongoing knowledge transfer • Rapid escalation for immediate problem solving • Customers utilizing this service can expect faster, more effective changes to the Gigamon environment for supporting expansion and growth with the least possible interruption and risk
Optimization	<ul style="list-style-type: none"> • Regular tune-ups of the Visibility Fabric so the Gigamon solution continues to provide leading edge business benefits to our clients • Optimize tool and network port utilization so valuable network data is provided to the right tools • Map simplification to simplify ongoing maintenance • Take action on congestion to ensure there is no data loss as traffic volumes increase • Customers utilizing optimization services can expect best-in-class Visibility Fabric performance as their networks expand and evolve to meet business needs

Ordering Information

Part Number	Description
GPS-COS-200	Contracted On-Site Support – yearly contracted fee per on-site personnel**

** Minimum order is one-year of service

For More Information

For more information, please contact Gigamon Customer Success at Customer.Success@gigamon.com or visit www.gigamon.com.