Qumulo Initialization and 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 optimizing your new data storage solution. (No matter how excited you are to have it!)

Let Qumulo help solve this problem so you can focus on the work you're really passionate about. Qumulo's Initialization and Orientation services were built to get you up and running quickly, and with as little disruption to your team's productivity as possible.

Services can include any of the following activities:

Initialization & Orientation Services

- Collecting pre-installation planning data and evaluating your environmental and technical site readiness
- Completing onsite or remote installation of the Qumulo software and basic cluster configuration
- Conducting a Qumulo technology overview session

Key Activities

Action	Responsibility
Kickoff call	All
Pre-installation planning checklist	Customer
Site readiness review call	All
Onsite or remote installation	Qumulo Consultant
Onsite or remote technology overview session	All

Scope

- For Onsite Installations:
  - One eight-hour session onsite for software installation and technology overview
- For Remote Installations:
  - One or more sessions (not to exceed eight hours) for software installation and technology overview
- Installation of Qumulo software on up to 10 nodes (for clusters larger than 10 nodes, the quantity of installations services may need to be increased)
- Technology overview session of up to two hours

Exclusions

- 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 implementation or configuration of your network
- We do not offer advanced performance testing or tuning as a part of this service
- As a part of this service, your Qumulo team will not load, manage, or manipulate your data

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) 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 and a conference room with projector for the technology overview
- 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

Hardware Installation Add-on

Qumulo's hardware installation services is an add-on service that is available when purchasing the initialization & orientation services or our node-add services.

Scope

In addition to the work to be performed as part of the initialization and orientation services, each hardware installation service provides:

- 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.