aruba

SERVICE BRIEF

ARUBA SD-WAN ASSIST SERVICES

Aruba SD-WAN Assist helps accelerate deployment of the Aruba EdgeConnect SD-WAN edge platform. Offered as a 10-Day Assist or 30-Day Assist service, these Professional Services offerings provide flexibility to target deployment areas that can benefit the most from our EdgeConnect experts.

Recently acquired from Silver Peak, the Aruba EdgeConnect SD-WAN edge platform enables enterprises to dramatically reduce the cost and complexity of building a WAN by leveraging broadband to connect users to applications. With a solution that can reduce operational expenses by up to 90 percent, deploying it quickly significantly accelerates the return on investment. Aruba SD-WAN Assist services provide the professional technical assistance for rapid deployment for any size customer.

Aruba SD-WAN Assist is designed to help customers to assess their unique deployment needs, offer high level support through the deployment phase, and coordinate with certified Aruba Silver Peak partners for onsite deployments. This is a 24x7 virtual deployment "concierge" support desk that ensures smooth and successful deployments.

Aruba SD-WAN Assist is offered with two service durations - 30 days or 10 days. Customers that need assistance with the design of the solution or that have multiple locations should choose the 30 day service. For customers with fewer locations, the 10 day service is a viable option.

When a customer purchases Aruba SD-WAN Assist, the engagement is defined after they select from a list of pre-defined services, allowing them to build a custom engagement that meets their specific needs.

SERVICE FEATURES

This service includes the following features for customers to select from:

Design Assistance

An engineer will assist with High Level Design (HLD) and Low Level Design (LLD)

Design Validation

An engineer will validate a design as produced by a partner or end customer

Design Testing

An engineer will assist in lab testing a design or testing a roll out process

Cutover Shadowing

An engineer will shadow (remotely) during a customer cutover

Smart Remote Hands

An engineer will perform a remote assist session during a cutover

Knowledge Transfer

An engineer will hold a knowledge transfer session using the customer's live network as a teaching tool

Orchestration Configuration

An engineer will install and configure Orchestrator on the customer- provided Platform

Sizing and Installation

An engineer will assist in the sizing and installation of the customer's orchestration system

Best Practice Knowledge Transfer

An engineer will provide a knowledge transfer session

Day 2+ Tuning and Validation

After initial deployment, an engineer will assist with tuning and application of best practices

Cloud Migration

An engineer will assist in migrating from the on-premises Orchestrator to the Aruba Orchestrator-as-a-Service

CONCLUSION

Aruba SD-WAN Assist services accelerate the deployment of Aruba EdgeConnect with professional technical assistance applied to a list of deployment areas from which customers select. With 10 day and 30 day options, these services benefit enterprises of all sizes, allowing them to quickly gain value from their SD-WAN solution.

Please contact your Aruba Silver Peak Sales Professional or Certified Aruba Silver Peak Resale Partner for more information.

Service Offer	SKU
Aruba SD-WAN Assist SVC 30 Days	SPS-ASSIST-SVC-30D
Aruba SD-WAN Assist SVC 10 Days	SPS-ASSIST-SVC-10D

Learn more about what Aruba Global Services has to offer at: www.arubanetworks.com/services/

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