

Firefly ACE Implementation Services

The Firefly ACE Implementation Services offering (F-ACE-IS) is designed to enable customers to rapidly design and deploy application optimization solutions using the Cisco Application Control Engine (ACE). This service offering includes analysis and design of an ACE-based solution for a single load-balanced application utilizing up to 10 servers, implementation and testing of the designed solution, and onsite delivery for up to six students of a subset of Firefly's public ACEOC 1.2 course chosen to match the customer's requirements.

What's Included

Our standard ACE Implementation service includes site preparation checklists, application analysis and design documentation, creation, development, and loading of software configuration, on-site installation and testing of ACE module(s) in a pre-existing Catalyst 6500 chassis. ACE functionality supported by this service offering includes Layer 4 load balancing, server health monitoring and session persistence.

Service Deliverables

Application Analysis and Design

- Review Customer application requirements to determine load-balancing requirements.
- Review Customer's existing network diagram and design to determine network constraints.
- Review Customer's Catalyst 6500 IOS levels to ensure proper support of the ACE module.
- Design necessary network topology changes.
- Design ACE implementation.
- Design implementation Test Plan.
- Provide documentation of proposed ACE solution.



Service Deliverables (continued)

On-Site Product Installation, Configuration and Testing

- Unpack and inventory the ACE module(s).
- Physically install ACE module(s) in pre-installed Catalyst 6500 chassis.
- Connect console cables to the ACE module(s) per Customer requirements and in accordance with Cisco installation instructions.
- Implement configuration changes necessary on the Catalyst 6500.
- Create and load ACE module configuration per the design agreed upon.
- Test the application with Customer assistance according to the Test Plan agreed upon.

On-Site Product Training

- Deliver portions of the ACEOC 1.2 course including the ACE introduction, Deploying the ACE module, Modular Policy CLI, Layer 4 load balancing, and Health Monitoring.
- Deliver other selected portions of the ACEOC 1.2 course as previously agreed upon.
- Provide remote-access to ACE labs for hands-on exercises relevant to the topics covered.
- Provide full printed ACEOC 1.2 student materials for each student attending the training.

Project Coordination

- Designate a primary contact to which Customer should address all communication.
- Confirm Customer's installation site address, the installation date and time, and any special site-access requirements.
- Coordinate the arrival of the installation field engineer with the arrival of the ACE Product.
- Report scheduling and technical difficulties to Customer in advance of the installation date.
- Create an implementation plan detailing the amount of time to be used for analysis, instructional and implementation activities based on Customer requirements.
- Determine subset of the ACEOC course to be delivered given the time available and review with Customer.

