



WAAS

F-WAAS-IS

Services

Firefly WAAS Implementation Services

Firefly ProServices for Cisco® Wide Area Application Services (WAAS) offers a range of services to meet the customer's specific requirements. Services include core datacenter installation, remote-office survey and installation assistance, detailed design development and reviews, implementation and migration assistance and technical training classes.

Firefly WAAS Implementation Services delivers vital resources, expertise, and tools that expedite the implementation of Cisco WAAS.

What's Included

Our standard WAAS implementation offering includes project management, a remote site survey, design verification, creation, development, and loading of customer-supplied software configuration, and on-site installation and test on three to five WAE appliances (datacenter and up to two remote locations).

Optional services include product staging customized acceptance testing. Because each project has unique requirements, Firefly offers both services with standard statements of work and pricing, or customized services designed to meet the scope of your deployment.

Service Deliverables

Remote Site Survey

- Provide site-preparation checklist for customer completion.
- Review customer-completed site-preparation checklist.
- Confirm physical and electrical site readiness.
- Review customer-supplied product installation site diagram.
- Provide a list of any items that do not meet product installation requirements.
- Survey may be conducted on-site (additional fees apply for on-site survey).



Service Deliverables (continued)

Design Verification

- Review customer's network diagram and equipment configuration worksheet information to determine project feasibility.
- Provide concise written notification of customer site or network issues that prevent successful project completion.
- Provide recommendations on technical enhancements to the network, if needed.

On-Site Product Installation

- Designate a Firefly Field Engineer responsible for the product installation per location.
- Unpack and inventory the product.
- Rack-mount or position the product per customer's requirements and in accordance with product installation requirements.
- Connect cables and console to the product per customer's requirements and in accordance with product specifications.
- Apply AC or DC power to the product and validate the expected equipment boot sequence and product operation.

Installation Coordination

- Designate a primary contact to whom customer should address all communication.
- Confirm customer's installation site address, installation date and time, and any special site-access requirements.
- Provide customer-supplied configuration file and notice of any special requirements to the Firefly Field Engineer who is completing the installation.
- Coordinate the arrival of the installation field engineer with the arrival of the WAAS product.
- Report scheduling and technical difficulties to customer in advance of the installation date.

On-Site Product Configuration and Testing

- Assemble the product per customer-supplied product-installation site diagram.
- Check the version of the product's operating system against customer's requirements and, if necessary, load the product with provided software purchased by customer.
- Load customer-specified product software configuration, IP addresses, and passwords.
- Reboot and verify that the product configuration is ready for use.
- Test product per the product test criteria provided by customer.

