

CUBIXTech™

PROFESSIONAL SERVICES



Cubix Tech offers both direct support, and Remote support from our Specialist Support team. Cubix PS delivers comprehensive support and protection directly from experienced Cubix Tech experts to help businesses efficiently use customer solutions.

Cubix PS offers unlimited coverage and support across all F5 Tech products with one simple contract.

Cubix Support combines the unique capabilities of local Certified Collaborative Support with the in-depth expertise and resources of Cubix Tech to keep your business secure. Local Support Providers provide first-line support in your language and have an intimate understanding of your environment.

We offer dedicated 24/7 support for mission-critical issues and onsite upgrade options when you need replacement hardware fast. Cubix Tech PRO plans introduce a preemptive approach to security support with daily monitoring of your F5 Products, and proactive remediation of issues to prevent service downtime. You can rely on support from Cubix Tech for fast and efficient support that meets your needs - anytime, anywhere.

We offer enterprise-class **Professional Services for F5® Solutions**, consulting, and support around the **BIG-IP® LTM®**, **DNS (GTM™)**, **AFM™**, **APM®**, and **ASM /AWAF®** modules. From quick on-demand iRule development & support with short timelines, to large and complex load balancing implementations, our engineering team will go above and beyond to exceed your expectations. Our primary vendor focus is F5 Networks®, though over the years our client migrations to F5 have driven us to master all the major players in the industry.

WHAT TYPE OF SERVICE WE OFFER FOR F5



Build the right architecture.

Looking to migrate your apps to the cloud, automate deployments, or explore new application architectures? Take advantage of F5 Solution Definition Workshops to build the optimal application delivery architecture to support your goals.



Get it right the first time.

Take advantage of the breadth and depth of F5 solution knowledge that our consultants have amassed over thousands of deployments. We'll help you build a comprehensive plan based on best practices and provide the assistance you need to ensure success.



Keep things running smoothly.

Whether you're planning an upgrade or migrating to new software or hardware, you can rely on our consultants' deep expertise in application delivery to help ensure a smooth transition. We provide services including: design review, product orientation, and application fine-tuning to help keep you running as efficiently as possible.



Fine-tune your environment.

Get more value out of your F5 investments by evaluating your current infrastructure, optimizing configurations, and leveraging advanced features. You'll be able to align to new business requirements and boost security, performance, and availability for your applications.

CUBIX TECH OFFERS A VARIETY OF FLEXIBLE PROFESSIONAL SERVICES PROGRAMS FOR YOUR BUSINESS CONTINUITY

PS Key Features

- F5 Networks Gold Partner.
- More than 10 years of F5 PS experience
- Maximum Deployments for F5
- 24 x 7 global technical assistance centers
- Priority call routing to dedicated support teams
- Committed response times and service levels
- Optional onsite support and appliance support
- Cubix PRO provides preemptive detection and proactive resolution of manage devices

Support Key Benefits

- Maximize the value for all your F5 products.
- Proactively prevent issues before they become problems.
- Strategically plan upgrades and fixes.
- Submit, view and update your service requests online.
- Unlimited expert support.

Cubix Tech Professional services for F5 networks , offer verity of services as per the customer requirement.

Cubix Tech Professional Services offers

- F5 Implementation Services.
- F5 Post Sales Professional services [Remote and On-Prim]
- F5 Managed Services

DESIGN & PLANNING

- **New Environments**

Could you benefit from an architect's guidance on exactly how to migrate your environment to the next level in application delivery technology? Let our expert engineers guide you through the exciting world of application delivery and help you design an architecture that is in line with your applications and organizational goals.

- **Existing Environments**

Already have some application delivery technology in place? We can help document your current network and identify opportunities to improve and optimize your architecture.

- **Implementations**

New Installs, Migrations & Upgrades / Downgrades

Complete Install & Migration Strategies

We'll discuss and capture all your requirements and provide you with detailed documentation on exactly how we're going to reach your goals.

Upgrades / Downgrades

Upgrading and downgrading hardware can be very risky if proper procedures are not followed. Let us follow our proven strategies for successful upgrades to get you to that next level of code and or new hardware.

Lab Staging – We can stage your changes in our lab to overcome any hurdles prior to implementation.

Configuration Optimization & Audits

Ensure your environment is running as efficiently and as securely as possible. Studying the surrounding network and picking your configurations apart line-by-line, we'll provide you with a full analysis and report identifying open risks and opportunities for improvements.

Application Deployment

When deploying new applications significant consideration needs to be taken around the load balancing technology available. Let us interface with your application team to ensure your new application(s) can take advantage of all the features & resilience your application delivery controllers offer.

- **On-Demand Services**

- ▶ Short-term Projects
- ▶ Design Issues
- ▶ Troubleshooting
- ▶ Configuration Changes & Audits
- ▶ iRule, iControl, iApp Development
- ▶ Design & Implementation Plan Reviews

- **Support Services**

We offer 24 x 7 x 365 support plans, with options that include dedicated engineers. Contact us today for more information.

Cubix Tech offers managed services for all the F5 BIG-IP modules, including

F5 LTM (Local Traffic Manager™)

F5 DNS (formerly GTM™ / Global Traffic Manager™)

F5 AWAFF® (Advance Web Application Firewall™)

F5 APM® (Access Policy Manager®)

F5 AFM™ (Advanced Firewall Manager™)

Cubix Tech Implementation Services

	Remote Implementation Services Standard	Onsite Implementation Services Gold
Mode	Remote Implementation	Onsite Services
Service / support	Standard hours: 9am – 5pm Monday to Friday, Week end Optional	Standard hours: 9am – 5pm Monday to Friday, Week end Optional
Design and Planning	Optional	Optional
Dedicated Engineer	No	No
Documentation	Installation and procedure Document in standard Format	Installation and procedure Document in standard Format
Training / Handover	3 Hrs Training session on implementation walkthrough	1 Day Training session on product

Cubix Tech Professional Services

	On-Demand Services Standard	Remote Managed Services Gold
Support Mode	Remote services	Remote services
Service / support	On-demand /call basis	Proactive Dedicated
Availability	Standard hours: 9am - 5pm Monday to Friday (24 x7 for critical issues)	Standard hours: 9am - 5pm Monday to Friday (24 x7 for critical issues)
Response Time	60 Min	15 Min
Issue Open with	NOC Technical support	NOC Technical support
Major Upgrade	Yes	Yes
Enhancement	Yes	Yes
Proactive Device Monitoring and reporting	Yes	Yes
Audit	Optional	Optional