

Deployment Assistance Services

Expert help for worry-free deployment planning and execution

AT A GLANCE

Key Features

- Pre-deployment discovery call/web meeting(s).
- Aspera product installation and configuration.
- Transfer testing and end-to-end system validation.
- Single-user walkthrough/training during installation.
- Deployment diagram/documentation.

Key Benefits

- Fast deployment with expert help from Aspera Systems Engineers.
- Optimized configurations and policies to provide high throughput and smooth operation.
- Remote or on-site “side-by-side” installation and training will afford you a deeper understanding of the capabilities and options, giving you confidence to make changes in the future.

Aspera Deployment Services enable customers to achieve rapid time-to-production. Our considerable expertise in network data transfer and IT systems will result in a robust installation and complete confidence in your system's performance.

DISCOVERY

Through our comprehensive pre-deployment discovery session, we will jointly identify your requirements to ensure an efficient process and successful outcome. We will also work with you to identify system requirements including network equipment and configuration, computing systems, and required human resources and activities. This will allow us to jointly create an optimized structure and a plan for the implementation.

IMPLEMENTATION AND CONFIGURATION

During the installation process, our engineer(s) will install the Aspera software components according to the deployment design identified and documented in the discovery process. All configuration options and preferences will be set and validated according to the specific requirements.

TESTING, TRAINING AND HANDOFF

Aspera will test its components and the end-to-end system to verify that, as configured in the customer's environment, they are operational in accordance with the Aspera documentation. Our engineer(s) will provide hands-on training to provide an understanding of each component's configuration and operation.

DEPLOYMENT SERVICES ASSUMPTIONS

Our standard deployment services include the following assumptions for system preparation by the customer:

- Pre-configured network and firewall.
- Pre-installed operating system.
- For HA implementations, customer pre-installs and configures cluster (e.g. VIP, shared storage).
- Remote access provided to systems unless customer is purchasing on-site deployment which will add one to two days travel time plus expenses.
- Linux and Windows systems without domain attachment or configuration.

DEPLOYMENT NOTES

- On-site installations have a one-day minimum charge plus travel time and expenses for professional services.
- Please consult the Aspera Professional Services group for multi-site and high-bandwidth (>1Gbps) installations and configurations.
- Domain attachment or configuration may require additional services.
- Due to the wide variance in possible pre- and post-process scripting, consult the Professional Services group to assess user requirements.
- Deployment Assistance does not cover detailed SDK or Orchestrator workflow implementations.

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About Aspera

The creator of next-generation transport technologies that move the world's data at maximum speed regardless of file size, transfer distance and network conditions. Based on its patented FASP™ protocol, Aspera software fully utilizes existing infrastructures to deliver the fastest, most predictable file-transfer experience. Aspera's core technology delivers unprecedented control over bandwidth, complete security and uncompromising reliability. Organizations across a variety of industries on six continents rely on Aspera software for the business-critical transport of their digital assets.

Learn more at www.asperasoft.com