



NEXSAN ASSUREON PROFESSIONAL SERVICES PROCESS & DELIVERABLES

NEXSAN PROFESSIONAL SERVICES ENGAGEMENT PROCESS		
What?	Who?	Notes
Initial Discovery	Sales	What are the customer requirements for success.
Scope the Engagement	Sales & PS	How many units and where will they be installed. Will weekend or after-hours work be required.
Draft Statement of Work	Sales & PS	The draft SOW may not contain all the details require to complete the engagement, but will contain enough detail to ensure the initial scoping effort was accurate.
Sales Handover	Sales, PS & Customer	Sales to schedule meeting with customer to Introduce PS Engagement Team
Finalize SOW	PS & Customer	The final SOW contains all details required for a successful installation and requires customer acceptance prior to scheduling resources.
Establish Customer & PS Tasks	PS & Customer	Introduction of Pre-Installation and QSG documents
Establish Schedule	PS & Customer	The PS team will work with the customer to ensure all dates and times are set. Any special requirements for access to the site(s) should be raised during this step (if they were covered in the detailed SOW).
Commence Engagement	PS	Nexsan begins work according to the customer approved schedule.
Walkthrough & Turnover	PS & Customer	Once physical & remote work is finished, customer receives basic product training from Nexsan if required.
Customer Acceptance	PS & Customer	The customer agrees that the installation was successfully completed and they are now able to use the product.

NEXSAN ASSUREON SYSTEM INSTALLATIONS

With the purchase of Nexsan Professional Services to accompany your Nexsan Assureon(s), the following services will be performed:

- Rack, connect cabling, & power up system
- Configure management and access network settings
- Update the Assureon DNS host records according to the new network settings and setup the DNS forwarders
- Health check and confirm network connectivity
- Discuss Integration options with the customer and perform the relevant work (there are a number of different options, the two most common are listed below as examples)
 - Update the client's hosts file and install authentication certificate
 - Create a secondary lookup zone on the Assureon and customer network, allow zone transfers, and create a trust between the Assureon domain the customer's AD
- Install Assureon clients
- Configure the appropriate organizations, classifications and ingestion/retention policies based on discussion. This configuration is also part of TOI.
- A test watch will be created and test files archived/restored
- UI walkthrough and training (setup email notifications, etc.)
- Additional customer specific deliverables written into the statement of work (CTE, etc.)