

Professional Services Dedicated Engineer

The dedicated on-site/remote Professional Services Engineer will provide the Extreme Networks customer with 40 hours per week of consulting and support for a period of time based on the SKU purchased.

The Extreme Networks onsite or remote support Engineer will function in the role of Senior Network Engineer for the customer network infrastructure. The engineer will be trained on the Extreme Networks hardware and software products that the customer has purchased. The engineer will work with customer personnel to proactively maintain a stable network environment, to troubleshoot and resolve problems as they occur and to provide basic hardware and software training to customer network engineers.

Example Deliverables:

- Configuration and testing of Extreme Networks equipment based on customer requirements
- Perform research based on customer network projects, concepts, and visions
- Perform proof of concept projects with Extreme Networks equipment, to generate data for customer
- Work on various customer network projects as assigned
- Diagnostics and system checks on Extreme Networks hardware and software
- Assist to address issues and escalations with Extreme Networks products, and act as a point of contact for Extreme support
- Coordination and implementation of revision levels and firmware upgrades as instructed by customer staff and pertinent to the strategic direction of the network
- Participation in internal network planning and administration activities, to ensure cost-effective use of network equipment while following applicable industry standards
- Regularly scheduled meetings with designated customer contacts to ensure proper prioritization of scheduled activities
- Participate in meetings where a network resource is needed to provide clarity and insight into how a net hardware or software implementation may affect the customer production network
- Regular documentation and tracking of problem resolution

and network improvements

- Maintain equipment inventory and location by product type, serial number, and firmware level, utilizing any designated host names given by customer
- Monthly status reports on all activities previously identified for tracking
- Engineer will have regularly scheduled meetings with the customer contacts to ensure proper prioritization of scheduled activities

Additional Benefits:

- Resource is managed by Extreme Professional Services management
- Resource has internal access to support and engineering
- Ongoing performance evaluations with the engineer

SKU Ordering Information:

SKU	Description
EC-OPA-1YR	12 Months of Onsite Resident Engineer Service
EC-OPA-1YR-REMOTE	12 Months of Remote Resident Engineer Service
EC-OPA-6M	6 Months of Onsite Resident Engineer Service
EC-OPA-6M-REMOTE	6 Months of Remote Resident Engineer Service
EC-OPA-3M	3 Months of Onsite Resident Engineer Service
EC-OPA-3M-REMOTE	3 Months of Remote Resident Engineer Service
EC-OPA-1M	1 Month of Onsite Resident Engineer Service
EC-OPA-1M-REMOTE	1 Month of Remote Resident Engineer Service

Note: All standard Extreme Terms and Conditions apply:
<http://learn.extremenetworks.com/rs/extreme/images/Professional-Services-Terms-and-Conditions.pdf>