

# Professional Services Extreme Service Units



## Summary of Services:

Extreme Networks' Professional Services can simplify the implementation of a business's network to accelerate the return on investment for the purchased solution; and when an organization adds training to complement IT skills, optimal operations and ongoing efficiencies can be achieved.

Extreme Service Units (ESUs) make it easy to purchase and reserve access to Extreme Professional Services, while giving an organization the flexibility to utilize these services at the most convenient time. By purchasing Extreme Service Units, a business gains access to Extreme's entire portfolio of Professional Services offerings for up to one year from the date of purchase. ESUs may be delivered by both Extreme Networks internal staff or its authorized partners.

Extreme Networks helps businesses achieve outcomes by delivering cloud-enabled networking solutions to easily integrate legacy infrastructures with new technologies.

The convergence of AI, security, and cloud networking elevate an organization's infrastructure to help an organization thrive. We make networking simple, flexible and scalable.

Extreme's highly skilled Professional Services team facilitates the realization of solutions tailored to align with an organization's strategic objectives. The integration of Extreme Service Units streamlines the utilization of the team's offerings, ensuring seamless access to Professional Services benefits.

## Benefits

### Flexible Access to Extreme Professional Services

- Service units can be applied to the Professional Services support to meet an organization's unique needs, when timelines dictate them
- Typical applications for engagements include:
  - Wireless services: deployment, site surveys and assessments
  - Network health checks and assessments
  - Deployment of any Extreme solution: Fabric, XIQ, XIQ-SE, ExtremeControl, SDWAN
  - Staff augmentation
- Extreme Service Units may also be used for open enrollment or custom training. (Please work with Extreme Training to estimate ESUs)

### Simple to Purchase and Easy to Use

- Easily determine the number of Extreme Service Units required for any implementation by collecting a simple set of information
- The estimation process allows for a detailed scope of delivery to be developed after buying decisions are made
- May be used for Time & Materials based management

### Align IT Budget and Network Deployment Timelines

- Access to Extreme Professional Services can be purchased under existing budget guidelines, then utilized as appropriate to match IT's operational timelines
- Service Units can be procured at point of sale and used any time within the ensuing 12 months

## Specifications

Each Extreme Service Unit (ESU) provides one of the following

- One day (8 hours) of professional services engineering time\*
- Available as onsite or remote options
- Delivered by Extreme Networks or its authorized partners

Pricing includes T&E coverage for onsite engagements of three (3) days or more. There is a one-year expiration, where applicable.

Standard Professional Services Terms and Conditions apply. For more information about Professional Services terms and conditions, please visit:

<http://learn.extremenetworks.com/rs/extreme/images/Professional-Services-Terms-and-Conditions.pdf>

Quantity	SKU
1 Extreme Service Unit	PS-ESU-1
1 Remote Extreme Service Unit	PS-ESU-REMOTE

\*Extreme Service Unit engineering time is defined as one (1) engineer onsite for one (1) eight standard hour day. ESUs must be used in whole increments, use of partial ESUs is not permitted. Standard hours consist of Monday through Friday, 8am to 5pm, local time and does not include holidays. Non-standard hours are recognized at an accelerated rate of 1.5x per non-standard day. Non-standard hours consist of Monday through Friday, 5pm to 8am, weekends (Saturday/Sunday), and holidays.

## Contact Us

For more information, call Extreme Networks toll free at [+1-877-801-7082](tel:+1-877-801-7082), or +1-603-952-5000 and visit us on the Web at [www.extremenetworks.com](http://www.extremenetworks.com).

