

## Standard QuickStart for Observer

For the best, most comprehensive installation of your Observer performance management solutions, choose the Viavi Standard QuickStart package. This comprehensive on-site service provides installation and configuration services PLUS along with custom report configuration, deep-level application reviews (mapping and flows), knowledge transfer and more.

The QuickStart package ensure immediate “time to value “and a smooth transition. No more shelfware or months of implementation time. Our Technical Consultants are specially trained to tailor the solution to your organization’s business goals. Our experts will guide you through the process and efficiently educate your service delivery teams on both features and best practices.

### How It Works

It’s simple! Our Viavi consultant aligns with your service delivery team via a 3-day on-site session to ensure your program’s short- and long-term success. How? Through documented organizational goals and implementation plans we will complete the service offering to your exact specifications

### Services Definition

This Data Sheet describes the Standard QuickStart service engagement (“Services”) which VIAMI agrees to perform upon receipt of a Customer purchase order. Services are designed to improve user adoption among IT-teams across the world and empower customer key stake holders to derive valuable insights and collaborate closely with VIAMI consultants to produce high value business use cases.

### Pre-Engagement Service Assumptions

- All hardware racked and connected to network, IP addresses assigned, all inter-device connections made and confirmed, with access through firewalls.
- Pre-engagement assessment documentation completed prior to commencement of services.
- One customer point of contact for questions and issues relating to the engagement.
- Sufficient qualified customer personnel capable of performing customer’s obligations in connection with the Services description.
- Successful completion of the Services is dependent upon cooperation of both parties, and Customer’s fulfilment of its obligations set forth in this Data Sheet
- Key decision makers and users, who will be utilizing the output of the application

## What You Get

Here are the areas the QuickStart Service addresses:

- Base Configuration
- Standard/Custom Protocols
- Observer System Health
- Drive Array/Memory Config
- Instance Configuration
- VoIP
- Application/Tools Study
- Best Security Practices
- OMS Configurations
- Role-based Permissions Configuration
- Up to 3 Custom Reports and Dashboards
- Up to 2 Syslog Parsers
- Alert Configuration
- Backup Configuration
- Application mapping
- Application flow analysis
- Training
- Engagement Summary

### On-Site Service

- 3 days on site
- Additional days available on-site/remote if required/desired

### LEARN MORE

Standard QuickStart Services are provided in accordance with the VIAMI’s Professional Services Description and Terms available at - <https://www.viavisolutions.com/en-us/literature/observer-professional-services-terms-services-en.pdf>