

## Firefly ACE Implementation Services

The Firefly ACE Implementation Services offering (F-ACE-IS) is designed to enable customers to rapidly design and deploy application optimization solutions using the Cisco Application Control Engine (ACE). This service offering includes analysis and design of an ACE-based solution for a single load-balanced application utilizing up to 10 servers, implementation and testing of the designed solution, and onsite delivery for up to six students of a subset of Firefly's public ACEOC 1.2 course chosen to match the customer's requirements.

### What's Included

Our standard ACE Implementation service includes site preparation checklists, application analysis and design documentation, creation, development, and loading of software configuration, on-site installation and testing of ACE module(s) in a pre-existing Catalyst 6500 chassis. ACE functionality supported by this service offering includes Layer 4 load balancing, server health monitoring and session persistence.

### Service Deliverables

#### Application Analysis and Design

- Review Customer application requirements to determine load-balancing requirements.
- Review Customer's existing network diagram and design to determine network constraints.
- Review Customer's Catalyst 6500 IOS levels to ensure proper support of the ACE module.
- Design necessary network topology changes.
- Design ACE implementation.
- Design implementation Test Plan.
- Provide documentation of proposed ACE solution.



## Service Deliverables (continued)

### On-Site Product Installation, Configuration and Testing

- Unpack and inventory the ACE module(s).
- Physically install ACE module(s) in pre-installed Catalyst 6500 chassis.
- Connect console cables to the ACE module(s) per Customer requirements and in accordance with Cisco installation instructions.
- Implement configuration changes necessary on the Catalyst 6500.
- Create and load ACE module configuration per the design agreed upon.
- Test the application with Customer assistance according to the Test Plan agreed upon.

### On-Site Product Training

- Deliver portions of the ACEOC 1.2 course including the ACE introduction, Deploying the ACE module, Modular Policy CLI, Layer 4 load balancing, and Health Monitoring.
- Deliver other selected portions of the ACEOC 1.2 course as previously agreed upon.
- Provide remote-access to ACE labs for hands-on exercises relevant to the topics covered.
- Provide full printed ACEOC 1.2 student materials for each student attending the training.

### Project Coordination

- Designate a primary contact to which Customer should address all communication.
- Confirm Customer's installation site address, the installation date and time, and any special site-access requirements.
- Coordinate the arrival of the installation field engineer with the arrival of the ACE Product.
- Report scheduling and technical difficulties to Customer in advance of the installation date.
- Create an implementation plan detailing the amount of time to be used for analysis, instructional and implementation activities based on Customer requirements.
- Determine subset of the ACEOC course to be delivered given the time available and review with Customer.

