



## Connected Consulting On Demand

## Answers On Speed Dial

Our mission at Firefly is to empower you to command your IT infrastructure with confidence and speed.

The Firefly *Connected Consulting On Demand* hotline provides on-demand design consulting services to support your Data Center architecture team.

*Connected Consulting On Demand* is designed to complement your existing break/fix services with rapid-response architectural consulting on:

- Data Center Network Design
- VMware Server Virtualization
- Business Continuity/Disaster Recovery Architecture
- Storage Networking
- Cisco Nexus Platform
- Cisco Application Control Engine
- Cisco Wide Area Optimization Services

### How It Works

With *Connected Consulting On Demand*, you purchase a prepaid Virtual Consulting Card for a fixed number of hours.

When you need us, you just call our hotline. No contracts to sign, no purchase requisitions to fill out—no delays.

Our Service Center Representatives will gather some basic information to route your case to the right experts, and one of our senior consultants will return your call within 24 hours.





# Connected Consulting On Demand

## How It Works (continued)

Firefly consulting experts have high-end skills and knowledge to assist you with how-to design, usage, and/or configuration questions.

Before placing the call, you should have the following readily available:

- Definition of the problem, question, or goal
- Determine the business impact of the problem, issue, or goal
- Supporting information (problem history, symptoms, models and versions, configuration files, etc.)
- Access to the device/system about which you are calling (if you are calling about existing equipment)



## The Fine Print

Services will be provided by Firefly during normal hours of business (Monday to Friday 8:00 am to 5:00 pm local time, excluding Firefly observed holidays) unless otherwise agreed. Services required by Customer to be performed outside normal hours of business shall be invoiced at Firefly's then current time and materials rates.

Initial service calls will be returned by close of next business day.

Minimum purchase 8 hrs; minimum call time 2 hours.

Every effort will be made to provide the engineer you request and/or have worked with previously. We can't, however, guarantee access to a specific engineer.

Customer shall ensure that all licenses, permits, authorizations and approvals have been secured prior to placing a call.

Services to resolve software or hardware problems resulting from third-party products or causes beyond Firefly's control are not covered.

Firefly makes no warranties as to Customer's hardware and software used in conjunction with the Service, and Firefly's performance of its Service is contingent on Customer's hardware and software being free of defects.

Service cannot be prorated, refunded or transferred.