



WAAS

F-PM-WAAS-IS

Services

Firefly Partner Mentoring WAAS Implementation Services

Firefly Partner Mentoring WAAS Implementation Services provides technology partners with five days of hands-on, on-site mentoring and implementation support for Cisco® Wide Area Application Services (WAAS) deployments. This program will help accelerate time-to-profitability for technology partners by helping them to build engineering practices for rapidly deploying and supporting Cisco WAAS.

What's Included

Our standard Partner Mentoring WAAS Implementation service includes site preparation checklists, design verification, creation, development, and loading of software configuration, on-site installation, and test on three to five WAE appliances (datacenter and up to two remote locations). In addition, partners will receive two vouchers to attend a Firefly publicly scheduled Cisco WAAS class.

Service Deliverables

Remote Site Survey

- Provide site-preparation checklist for customer/partner completion.
- Review customer/partner-completed site-preparation checklist.
- Confirm physical and electrical site readiness.
- Review customer/partner-supplied product installation site diagram.
- Identify any items that do not meet product installation requirements.
- Survey may be conducted on-site (additional fees apply for on-site survey).

Design Verification

- Review customer/partner-created network diagram and equipment configuration worksheet information to determine project feasibility.
- Provide concise written notification of customer/partner site or network issues that prevent successful project completion.
- Provide recommendations on technical enhancements to the network if needed.



Service Deliverables (continued)

Installation Coordination

- Designate a primary contact to which customer/partner should address all communication.
- Confirm customer/partner's installation site address, installation date and time, and any special site-access requirements.
- Provide customer/partner-supplied configuration file and notice of any special requirements to the field engineer who is completing the installation.
- Coordinate the arrival of the Firefly Field Engineer with the arrival of the WAAS product.
- Report scheduling and technical difficulties to customer/partner in advance of the installation date.

On-Site Product Installation

- Designate a Firefly Field Engineer responsible for the product installation per location.
- Unpack and inventory the product.
- Rack-mount or position the product per customer/partner's requirements and in accordance with product installation requirements.
- Connect cables and console per customer/partner's requirements and in accordance with product specifications.
- Apply AC or DC power to the product and validate the expected equipment boot sequence and product operation.

On-Site Product Configuration and Testing

- Assemble the product per customer/partner-supplied product-installation site diagram.
- Check the version of the product's operating system against customer/partner's requirements and, if necessary, load the product with provided software purchased by customer/partner.
- Load customer/partner-specified product software configuration, IP addresses, and passwords.
- Configure network interception on the router and WAE.
- Activate the WAE in Central Manager.
- Verify that the product configuration is ready for use.
- Configure CIFS edge service and one print queue if needed.
- Test product per the product test criteria provided by customer/partner.
- Back up configuration.

