

# Verari Onsite Assist

A WINDOW AND ACCESS TO VERARI'S EXPERTISE



## FEATURES AT A GLANCE

- Experienced Verari Professional Added to Your Team
- Onsite Software and Hardware Support
- Configuration Assessment and Planning
- System Assurance and Planning

## PRODUCT OVERVIEW

Verari Onsite Assist is a program that creates an extension to the customer's team that encompasses Verari expertise:

- Assigned best-fit Verari Support and Services Engineer
- Access to Verari's specialist expertise
- Agreed tasks and projects
- Scheduled management review meetings

### What does it provide?

Onsite Assist covers:

- Multi-vendor problem determination
- Resolution of supported software products
- On-site support for productivity enhancements
- Client project participation
- Software and hardware change control assistance
- Regular management reviews and updates
- Periodic re-assessment of customer needs

### Why would I be interested?

- Verari Customers have widely varying resource requirements. Some may find the initial resource commitment sufficient for multiple systems on a site, while others may require more resources to achieve the desired benefits. Verari Onsite Assist is available in increments known as assist units to address all types of customer requirements.

- Verari Onsite Assist is essentially a window and access into the depth of expertise that Verari can provide. It serves to bring various skills as defined by the client to the site, and also to broaden the interface between the client and Verari's various technical departments to ensure desired results are achieved.
- Many Verari clients have systems installed in countries where they have no employees or established legal entity. Verari Onsite Assist provides the ability to have planned access to skilled resources in these situations.

### Sample Verari Onsite Assist activities and deliverables

- Hardware and software problem analysis
- Performance health check analysis and tuning
- Software installation
- Configuration planning
- Client reviews
- Systems assurance/planning
- Asset management
- Software management/planning
- Problem management
- Capacity planning
- Operating procedure review
- Change management
- Contingency planning

### Why would I be interested in a partnership in maintaining and evolving my IT/Data Center(s) infrastructure?

By selecting Verari Onsite Assist, you are choosing to work with a global company with a reputation for service and customer satisfaction. Verari professionals are committed to deliver the services that are appropriate to your business operations. Whatever your specific scenario, our knowledgeable, experienced service professionals are ready to collaborate with your team to help ensure your Verari products deliver the right levels of service for your infrastructure to achieve business goals.

You receive the services of a site-assigned Verari engineer in units equal to one quarter of the engineer's available work time during the year. If you need a particular skill for a short period that the assigned Verari engineer or consultant does not have, the assigned Verari Product Support and Services manager can arrange for temporary substitution with other engineers or consultants possessing the required skills.

If you need a resource or skill set full time for a short period, Verari Onsite Assist allows for averaging over the whole term, so periods of special requirements or skills can be offset against periods of lighter requirements.



Through innovation, Verari Technologies has developed and implemented equipment and procedures that achieve more by using less. Verari has made environmental responsibility a manufacturing priority by increasing the overall energy effectiveness of all our product lines while keeping the vision of the green data center in mind. Verari Technologies, through voluntary action, is committed to the reduction of e-waste utilized in the production of computers and other technological devices.

Energy Efficient Products: Facilities Category Winner



Verari Onsite Assist is an extremely cost effective way to buy technical skills which could not otherwise be justified. Verari Onsite Assist is performed in assist units from a large skills pool, which brings expertise and experience into your installation. With your staff working closely with Verari experts this experience can lead to improved knowledge and productivity of existing client personnel. The costs of hiring technical staff are increasing and become even higher if the requirements are short-term:

- The management time (thus cost) of obtaining approval for a technical hiring
- The actual cost of hiring (advertising, consultancies etc.)
- Salary costs
- Personnel costs
- Training costs
- Accrual for rehiring risk
- Cost of salary pattern disturbance to existing staff
- Resource availability and management in foreign countries

Verari Onsite Assist is an extremely cost effective way to fill short term consulting or engineering needs.

## CONTACT INFORMATION

If you have questions, please contact us today at (888) 942-3800 and ask to speak with a Verari Technologies Account Manager.

## ABOUT VERARI TECHNOLOGIES

Verari Technologies, Inc. is the premier developer of scale-out blade-based computing and storage platforms for Cloud, Web 2.0, and the global enterprise. Verari provides scale-out solutions for the world's largest data centers that reduce power and cooling demands while achieving the best density, availability, and energy efficiency for the highest total value of ownership. Organizations such as Virgin America, Morgan Stanley, Wachovia, Microsoft, Qualcomm, Johns Hopkins, EMC, CCGVeritas, Petrobras, Harris, Lockheed Martin, Northrop Grumman, and Sony Imageworks, as well as top universities and research institutions worldwide, are among the customers who have chosen Verari Technologies' award-winning containerized data centers and high density blade-based platforms.

