

SEVONE PLATFORM ADVANCEMENT.

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SEVONE PLATFORM ADVANCEMENT.

SevOne Platform Advancement is a set of professional services designed to help you update (e.g. X.X.X to X.X.Y) or upgrade (X.X to X.Y or Y.Y) your SevOne Cluster™ to better

meet your business needs. SevOne Platform Advancement comes in three options: Standard, Premium and Premium Plus.

SEVONE PLATFORM ADVANCEMENT.

STANDARD OPTION.

The SevOne Platform Advancement Standard Option is available to all SevOne customers via their existing maintenance contract at no additional charge. With the Standard Option, we provide assistance to you as you update or upgrade your existing SevOne Cluster™ to the desired software version. This typically requires a

maintenance window to execute the update/upgrade. By proactively planning with you, we're able to help you ensure alignment with your business needs. The scope of assistance we provide is mutually determined at the time you wish to update/upgrade.

SEVONE PLATFORM ADVANCEMENT.

PREMIUM OPTION.

The SevOne Platform Advancement Premium Option is available to all customers who require continuous visibility, including reporting and alerting of their infrastructure, during the update/upgrade process. It is available for an additional fee above the standard maintenance contract, and leverages a SevOne Hot Standby Appliance (HSA)* for each of the appliances in an existing SevOne Cluster™.

During this update/upgrade process, the SevOne Cluster™ and SevOne HSA appliances receive a health check, are updated/upgraded and then verified prior to re-initiating the SevOne Cluster™ Hot Standby functionality with the new software version.

At this time you can also customize your SevOne deployment or have customizations delivered through our Professional Services group. This may include things like xStats Adapters, CMDB integrations, external portals,

custom reporting scripts and more. With this option, customized implementations can be scoped out and included as part of update/upgrade process to ensure continued operability in the new version.



PLATFORM OPTIMIZATION SERVICES.

PREMIUM PLUS OPTION.

The SevOne Platform Advancement Premium Plus Option is available to all customers who require a seamless transition, with reporting and alerting of their infrastructure plus full data continuity, during the update/upgrade process. Available for an additional fee above the standard maintenance contract, it leverages a SevOne Hot Standby Appliance (HSA)* for each of the SevOne appliances in an existing SevOne Cluster™.

During this update/upgrade process, the SevOne Cluster™ and SevOne HSA appliances receive a health check, are updated/ upgraded and verified. Prior to being re-initiated with the SevOne Cluster™ Hot Standby

functionality, we will perform the required HSA to SevOne Cluster™ data backfill to maintain data continuity with the new software version.

At this time you can also customize your SevOne deployment or have customizations delivered through our Professional Services group. This may include things like xStats Adapters, CMDB integrations, external portals, custom reporting scripts and more. With this option, customized implementations can be scoped out and included as part of update/ upgrade process to ensure continued operability in the new version.



*If you don't currently have SevOne HSA deployed, there are additional update/upgrade implementation options for Premium and Premium Plus Options that can be discussed during the SevOne Professional Services planning process.

About SevOne.

SevOne provides the world's most scalable infrastructure performance monitoring platform to the world's most connected companies. The patented SevOne Cluster™ architecture leverages distributed computing to scale infinitely and collect millions of objects. It provides real-time reporting down to the second and provides the insight needed to prevent outages. SevOne customers include seven of today's 13 largest banks, enterprises, CSPs, MSPs and MSOs. SevOne is backed by Bain Capital Ventures. More information can be found at www.sevone.com. Follow SevOne on Twitter at @SevOneInc.