ACCELERATED DELIVERY.

SevOne Accelerated Delivery is a set of professional services that deliver rapid customer value for new implementations. From moving trial implementations into production in less than two weeks, to providing engineering services, these offerings help you get the most out of your implementation in the shortest amount of time.

QUICKSTART SERVICES.

With QuickStart services, experienced SevOne engineers provide implementation services that enable you to get immediate value from your SevOne investment. This includes deploying and provisioning the SevOne Data Platform into an initial production environment of 50,000 objects or less. In less than 2 weeks, Quickstart also helps you configure thresholds, alerts and design reports – all while giving you the knowledge transfer you need to use SevOne after the engineers leave.

QuickStart Services have a specific purpose with a set design plan based on a customer planning session. This ensures deliverables and timelines are met and that the deployment is validated. Throughout the engagement, experienced engineers guide you through use of the system. While most of the time is spent in the implementation stage where discovery, configuration, standard reports, thresholds are policies are built, each QuickStart includes a full day of dedicated knowledge transfer.

DEDICATED ENGINEERING SERVICES.

SevOne Accelerated Delivery offers two kinds of Dedicated Engineering services:

- **Resident Engineering**
- **On-Demand Engineering**

Resident Engineering

SevOne Resident Engineering brings industry and product experience, and SevOne best practices, to your unique environment. On a daily basis, Resident Engineers work under the direction of, and in consultation with, your team to:

- **Define objectives, priorities and project plans for SevOne related activities**
- **Provide design and architecture support**
- **Configure your SevOne solution to meet agreed upon specifications**
- **Deliver scripted solutions leveraging SevOne APIs**
- **Conduct knowledge transfer sessions**
- **Create and update documentation, including user and administration guides**
- **Provide support for issue tracking, resolution and enhancements, while working with SevOne Technical Support and Development Engineering as needed**

This is a time- and materials-based service in which a full-time, dedicated SevOne engineer supports you on-site, remotely or using a mix of both for 6- or 12-month periods. Details of your Dedicated Engineering Services are decided collaboratively as part of the statement of work.
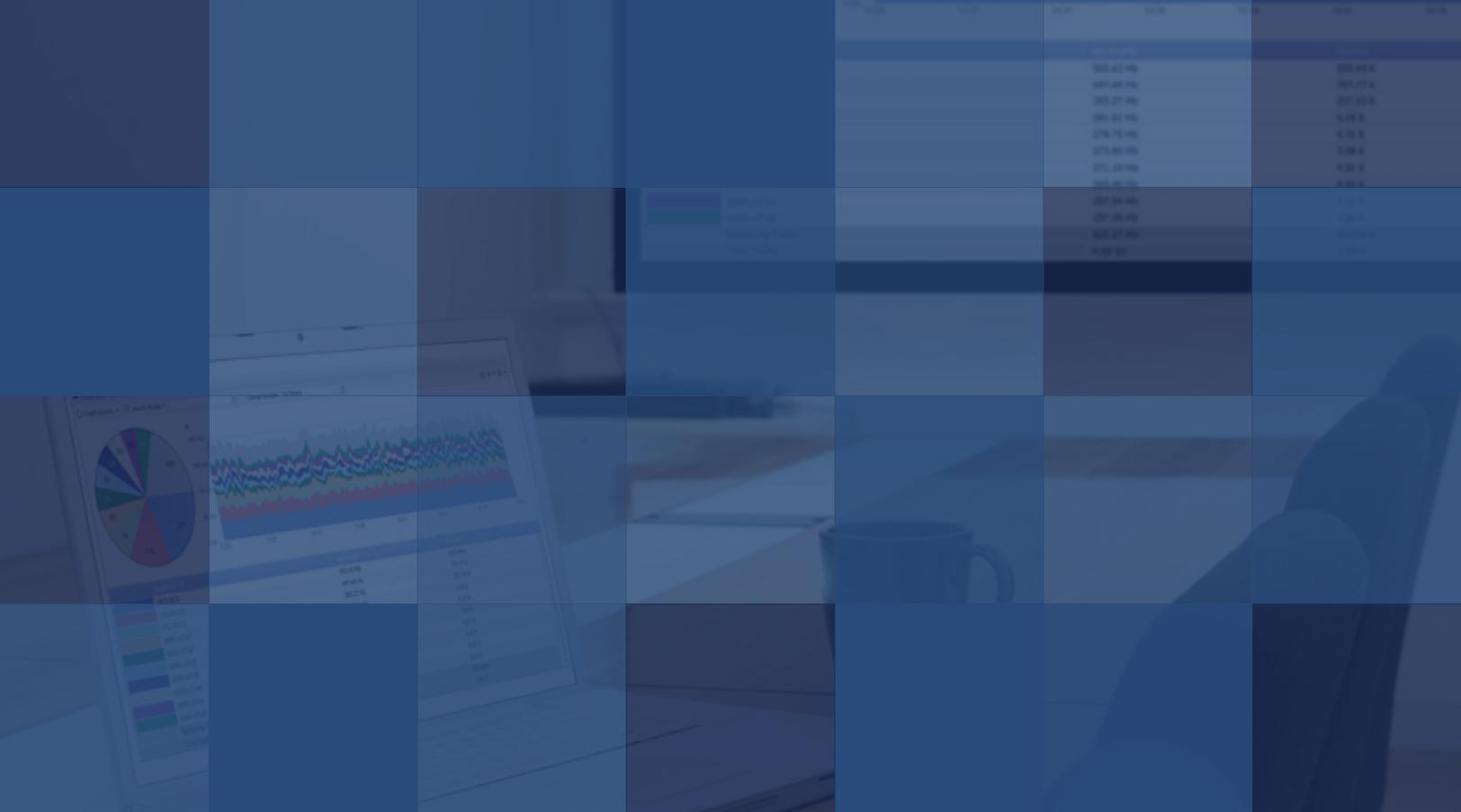
On Demand Engineering

Our On-Demand Engineering services provide you with a range of SevOne experts, including solution architects, analysts, engineers and developers – all there to to help you do things like:

- **Configure your SevOne implementation**
- **Build new reports and dashboards**
- **Design threshold policies and alerts**
- **Integrate scripts using SevOne APIs**
- **Automate export of SevOne data into your business intelligence platform**
- **Develop synthetic indicators, calculated objects, or integration adapters with external data sources**
- **Architect a roadmap for optimal use of your platform consulting and training**

This is a time and materials based service that utilizes On-Demand Engineering to support you, either on-site, remotely or using a mix of both for a set number of days per year. Usually within days (and no more than two weeks) of a request, SevOne On-Demand Engineering will respond to meet your business needs.

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.