

VERSION 2.0 – MAY 2014

SERVICE DESCRIPTION

WAN APPLICATION ASSESSMENT AND IPANEMA ANS QUICK START

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1 Introduction

Videns IT Services has developed a structured approach to implementing the Ipanema solution for large organizations, consisting of three phases: Pre-deployment, Implementation and Operation.

In the pre-deployment phase, during the **WAN Application Assessment**, Videns IT Services will gather all the necessary information about the Customer's applications running over the network, mapping the applications against business objectives and identifying application performance issues.

In the implementation phase, the **Ipanema ANS Quick Start**, will ensure the Customer of a quick and successful configuration and commissioning of the Ipanema system, providing an initial set of reports and fast and practical knowledge transfer to the Customer.

2 WAN Application Assessment

2.1 Overview

The WAN Application Assessment will start before the deployment of the Ipanema solution and will continue after the installation of all components, when the system is running in discovery mode. The objective of the WAN Application Assessment is to map the Customer's applications against business objectives and to identify possible application performance issues. Application profiles and application prioritization for the initial system configuration will be defined together with the Customer.

2.2 Deliverables

The WAN Application Assessment delivers:

- 1 A classification of the applications for initial ANS system configuration;
- 2 Configuration preparation and deployment documents, identifying how the Ipanema ANS will be configured and what technical features will be implemented.

2.3 Process

The Videns IT Services consulting engineer will:

- Assess what applications are running on the network, map them against business objectives (business criticality) as indicated by the customer and classify the applications for initial system configuration;
- Identify any perceived application performance issues;
- Establish initial performance objectives for each application.

3 Ipanema ANS Quick Start

3.1 Overview

Ipanema ANS Quick Start is a professional service delivered by a certified Videns IT Services consulting engineer, who will configure and tune the Customer's Ipanema ANS system, based on the Customer's business objectives. She or he will transfer the required knowledge to the Customer's IT team, so they can operate and get maximum value from the Ipanema system. This service is typically delivered at the initial deployment of an Ipanema ANS system to ensure its successful and optimized implementation.

3.2 Customer benefits

Enterprises or organizations that use Videns IT Services ANS Quick Start can:

- Get a fast and practical transfer of knowledge, adapted to their specific use of the Ipanema ANS system;
- Accelerate their Ipanema ANS system implementation and shorten the time to get the first reports and results of network optimization;
- Be assured of a successful and optimally tuned Ipanema deployment;
- Maximize their Return On Investment (ROI) with full benefits from the very start.

3.3 Deliverables

When performing an Ipanema ANS Quick Start, Videns IT Services will deliver:

- Application performance objectives corresponding to customer business criteria;
- Ipanema ANS services working properly across the Customer's network;
- A full day of on-site instruction on the main functionalities;
- A coherent first set of visibility reports, to understand application traffic and performance;
- Recommendations on the basis of the first report, on how the Ipanema ANS system can be further optimized.

3.4 Exclusions

Ipanema ANS Quick Start does not:

- Replace Ipanema training and certifications;
- Include supply and installation of appliances;
- Include modifications in the Customer's IT or network environment that may be required to make the Ipanema ANS system work.

These services can be offered by Videns IT Services at additional cost.

3.5 Process

The Ipanema Quick Start consists of the following successive process steps:

- Together with the Customer, identify the applications running on the network;
- Define application groups;
- Assign a Quality of Service Profile for each application group;
- Determine baseline application performance based on MOS (Mean Opinion Score) for voice and AQS (Ipanema proprietary Application Quality Score) for all other applications;
- Step by step commissioning of different Ipanema features: Compression, Acceleration, Dynamic WAN Selection, depending on what the Customer has purchased;
- Setting up initial reporting, according to the requirements of the Customer. The Customer can customize and extend the reports at a later stage.
- On-site user training and knowledge transfer of up to one day. The customer learns the key user settings and learns how to use the real-time and historical reporting features. Videns IT Services makes recommendations on the basis of the first report, on how the ANS system can be further optimized.

3.6 Prerequisites

The Ipanema ANS system should be fully deployed, operational and should have been running in 'discovery mode' for some time, in order to have sufficient historical network traffic data.

Videns IT Services should have secure remote access to the management platform on which the Ipanema ip|boss and ip|reporter systems are running.

4 Customer responsibilities

If a third party is responsible for the design and installation of the Ipanema System, then Videns IT Services will require access to the design documents and installation details, prior to commencement of the WAN Application Assessment and Ipanema ANS Quick Start services.

5 Additional services

Videns IT Service can provide the following additional services, which may be required by the Customer for the successful deployment of the Ipanema ANS solution, but which are not considered part of the WAN Application Assessment or the Ipanema ANS Quick Start:

- Application performance drilldown and troubleshooting;
- Application SLA development and implementation;
- Advanced customer specific reporting and performance dashboards;

- Network expense management;

6 Invoicing

Unless otherwise agreed, Videns IT Services will invoice 50% of the WAN Application Assessment and Ipanema ANS Quick Start fees in advance and 50% upon completion of the project.

Charges for the WAN Application Assessment and Ipanema ANS Quick Start are specified in the agreed and signed Order Form(s) or Customer Contract.

The standard invoice language is English and the standard invoicing currency is the Euro.