

EDGE DEPLOYMENT SERVICE

FOR LARGE DISTRIBUTED DEPLOYMENTS

When organizations are contemplating large distributed deployments of Scale Computing HyperCore clusters, there is often fear of the unknown. To put your team at ease, Scale Computing offers a Phased Edge Deployment Service to ensure your edge computing deployments are successful, quickly.

The Edge Deployment Service includes a project kick-off call, initial installation call, training, and remote installation for up to 10 clusters including a full walkthrough of the cluster configuration and SC//HyperCore user interface. The installation is paired with live product training on Edge/Enterprise use cases and advanced administration with Scale Computing Fleet Manager, where your team will be armed with the first cloud-hosted monitoring and management tool built for hyperconverged edge computing infrastructure at scale. A supplemental library of training videos covering installation, administration, and other topics is also included as part of the multiple training phases. The Edge Deployment Service comes complete with a detailed remote installation plan that makes for a powerful combination to set your organization up for success.

What's Included?	Delivery	Details
Phase One: Project Planning Session <ul style="list-style-type: none"> • Discuss project timeline • Project management introduction • Team introductions • User Community Portal walkthrough (if needed) 	Remote Call	Language: English Only Service Scheduling: Monday- Friday 6AM-8PM EDST
Phase Two: Initial Implementation <ul style="list-style-type: none"> • Network planning session to discuss the configuration and cabling requirements • Pre-installation checklist with an engineer • Environmental check with an engineer 	Remote Call	
<ul style="list-style-type: none"> • Network configuration call (if applicable) for setting up recommended switches for LAN and Backplane System initialization of the first cluster 	Remote Call	
<ul style="list-style-type: none"> • SC//HyperCore UI walkthrough delivered (recording provided after the session) 	Remote Call	

What's Included?	Delivery	Details
<ul style="list-style-type: none"> • SC//Fleet Manager Overview (may be combined with installation call if time allows) 	Remote Call	Language: English Only
<ul style="list-style-type: none"> • Import/export overview and any remaining questions related to the implementation process 	Remote Call	
<p>Phase Three: Edge and Enterprise Specifics</p> <ul style="list-style-type: none"> • Staged cluster configuration, IP changes, and transportation of a cluster • Dark site overview and cluster management • Scale Computing Theory of Operations • Troubleshooting 101 and best practices 	Remote Call	Service Scheduling: Monday- Friday 6AM-8PM EDST
<p>Phase Four: Ongoing Management & Operations</p> <ul style="list-style-type: none"> • Cluster management through SC//Fleet Manager • SC//HyperCore firmware upgrade and hardware replacement process • Advanced configuration - API and scripting 	Remote Call	
<p>Phase Five: Scale Computing Edge Deployment</p> <ul style="list-style-type: none"> • Deployment of up to 10 clusters - manual or through SC//Fleet Manager configuration • Additional purchased software deployment/services scheduled if applicable (Acronis, Parallels, etc.) 	Multiple Scheduled Remote Calls	
<p>Additional Training</p> <p>Networking Configuration Training</p> <ul style="list-style-type: none"> • Best practice overview and knowledge transfer of SC//HyperCore networking theory • General configuration training for basic switch setup <p>Remote Installation Training</p> <ul style="list-style-type: none"> • Remote IP configuration and initialization steps • General remote installation troubleshooting • Remote HyperCore UI configuration and walkthrough tutorial <p>Migration Training</p> <ul style="list-style-type: none"> • Use and concepts of the Scale Computing Move Powered by Carbonite migration solution • Steps for a successful failover/ migration of a guest instance • Training on the physical-to-virtual (P2V) or virtual-to-virtual (V2V) methodology • General troubleshooting and log-gathering steps 	Video	

