HARDWARE REFRESH SERVICE

SAFE HARDWARE REPLACEMENT

The Hardware Refresh Service helps a customer move from an existing Scale Computing Platform to new hardware so their business is online and running on the latest technology and newer hardware. The traditional method of building a new cluster and migrating VMs from the existing cluster to the new cluster is completed as a normal remote installation service, but what if there are not enough networking ports/hardware to set up the new cluster and begin replication from the old hardware to the new? That is where the Hardware Refresh Service provides valuable assistance. The old hardware is removed and the new hardware is added in a dedicated 1-to-1 add and removal process so that there is no impact on the upgrade of the core cluster to the new hardware or the business.

What's Included?	Delivery	Details
Pre-Evaluation • Call with Customer Success Coordinator to verify the scope, validate connectivity for remote assessment, and schedule services	Remote Call	Language English Only
Hardware Refresh • Review of existing cluster network and hardware* configuration • Firmware upgrade of the existing cluster to match the new Scale Computing cluster nodes (if applicable) • Individual node add/removes over a period of time to add new nodes to the existing cluster and remove existing nodes for transfer of VMs and all the snapshot data *This only applies to compatible hardware - not all systems can be upgraded like this*	Remote Call	Scheduling Monday-Friday 2AM-10PM EDST