PILOT SERVICE

OPERATIONAL VISIBILITY AND TESTING OF SC//PLATFORM

The Pilot Service is designed to address several critical challenges in large-scale IT deployments. Multi-site deployments often involve integrating various hardware and software components while ensuring consistent performance across diverse environments. The complexity of this process can lead to operational disruptions, configuration errors, and unexpected downtime if not properly tested. Using a controlled, phased rollout, the Pilot Service mitigates these risks, enabling troubleshooting and configuration fine-tuning on a smaller scale before committing to full deployment.

Many enterprise customers have unique IT environments and specific operational needs, and the Pilot Service allows Scale Computing™ and the customer to collaborate on customizing the infrastructure to meet these requirements. This also facilitates knowledge transfer, providing a real-world environment for technical teams and end users to receive essential training and familiarize themselves with new workflows. Moreover, the Pilot Service provides operational visibility through live monitoring and reporting, enabling proactive addressing of any performance issues.

This iterative approach enables continuous improvement, with each site benefiting from the lessons learned during earlier stages. Financial predictability is also improved, as the phased rollout enables a more accurate assessment of costs, aligning the customer's budget with the actual implementation expenses. The Pilot Service helps ensure a successful and well-documented large-scale deployment by reducing risk, managing complexity, and tailoring solutions to meet customer needs.

This service is for enterprise customers who have completed a proof of concept (POC) and would like to test Scale Computing Platform™ in up to five (5) different sites.

What's Included?	Delivery	Details
Project Planning & Documentation Review • Team introductions, roles, and responsibilities • Hardware Build of Materials review and hardware anticipated ship date • Deployment Readiness Guide • SC//Support & RMA Process review	Remote Call	Language: English Only Scheduling: Monday-Friday 9AM-5PM EDST

What's Included?	Delivery	Details
Remote Network & Installation Planning • Network cabling overview • Environment review • Set up network for either backplane or LAN and backplane configuration • Remote configuration of 1GbE or 10 GbE switch(es) • Configuration of switches to work within existing networking infrastructure, including VLANs, STP, logging, and other basic switch functions • High-availability networking setup for two identical switches, aiding in SC//HyperCore™ backplane or LAN usage	Remote Call	Language: English Only Scheduling: Monday-Friday 9AM-5PM EDST
Remote or Onsite Installations • IP configuration and initialization of SC//HyperCore™ • HyperCore UI configuration and introductory walkthrough to facilitate initial VM creation, system operations, and UI access levels • SC//Fleet Manager™ configuration and introductory walkthrough to facilitate knowledge transfer, best practices, and access levels	Onsite or Remote	
Migration Service • Initial discovery, migration planning, and an overview of available migration options • Installation of migration software • Migration of up to 5 virtual machines and confirmation of initial data transfer • Documentation of migration process for future full fleet migrations	Remote	
Automation Review **Ansible** • Deployment review for areas of automation. • Basic Ansible assistance in the creation of an Ansible playbook and YAML best practices. • Review of playbook functionality and identification of any areas of improvement or change **Cluster REST API & Fleet API** • Basic Cluster Rest API and Fleet API best practices and assistance • Review of API script functionality and recommendations for improvement	Remote	

What's Included?	Delivery	Details
90-day TAM Trial Service • TAM Workbook, which outlines all the content of reports to be delivered and other processes for the TAM and Customer • Remote review of the customer environment by a technical account manager and documentation of the customer's environment and other technical protocols or processes • Review customers' historical challenges, ongoing support tickets, and infrastructure pain points to ensure seamless knowledge transfer • Customer training on how to deploy and manage SC//Platform™ clusters • Verify that newly deployed systems meet operational expectations • Monitor open support tickets and escalate when necessary. • Identify recurring issues and propose solutions. • Assist in conducting Root Cause Analysis (RCA) and risk mitigation planning	Remote Call	Language: English Only Scheduling: Monday-Friday 9AM-5PM EDST

SCALE COMPUTING

CORPORATE HEADQUARTERS

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