

Scale Computing offers a variety of services that enable you to both accelerate your implementation and secure and protect your HC3[®] system with confidence. Our ScaleCare Services Engineers are experts who can guide you to success in managing your HC3 environment. Whatever your level of skill and expertise, it is never wrong to seek the assistance of a specialist. These ScaleCare service offerings are available to both new and existing customers.

Services

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ScaleCare Premium Installation Service

HC3 is very easy to install and configure. Our engineers and customers can get a cluster up and running with live VMs in under an hour. Although we are confident you can get your HC3 system running smoothly on your own, we know you might want more. That is what our ScaleCare Premium Installation Service is all about.

If you want a jumpstart on your HC3 installation and expertise, we can assist you with every aspect of installation starting with planning, prerequisites, virtual and physical networking configuration, and give you priority scheduling. You get help even before you unbox your HC3 system to prepare for a worry-free install. The priority scheduling helps you plan your install around your own schedule, which we know can be both busy and complex.

The ScaleCare Premium Installation Service also includes remote installation with a ScaleCare Technical Support Engineer. This remote install includes a UI overview and setup assistance and if applicable, a walkthrough of HC3 Move software for workload migrations to HC3 of any physical or virtual servers. Remote installation means a ScaleCare engineer is with you every step of the way as you install and configure your HC3 system.

Finally, ScaleCare Premium Installation includes deep dive training of everything HC3 with a dedicated ScaleCare Technical Support Engineer. This training, which normally takes around 4 hours to complete, will make you an HC3 expert on everything from virtualization, networking, backup/DR, to our patented SCRIBE storage system. You'll basically be a PHD of HC3 by the time you are done with the install.

ScaleCare Premium Installation includes:

- Requirements and Planning Pre-Installation Call
- Virtual and Physical Networking Planning and Deployment Assistance
- Priority Scheduling for Installations
- Remote Installation with a ScaleCare Technical Support Engineer
- UI Overview and Setup Assistance
- Walkthrough of HC3 Move software for migrations to HC3 of a Windows physical or virtual server



ScaleCare Premium Installation includes *(cont'd):*

- Training with a dedicated ScaleCare Technical Support Engineer
 - HC3 and Scribe Overview
 - HC3 Configuration Deep Dive
 - Virtualization Best Practices
 - Networking Best Practices
 - Backup / DR Best Practices

Note: The ScaleCare Premium Installation Service is not included with the purchase of an HC3 system. It is an optional service available for a fee. This service is delivered remotely.

ScaleCare On-Site Installation Service

HC3 systems are famous for being easy to rapidly deploy and they are. Every HC3 user gets world-class remote support in installing their HC3 systems. Some HC3 users choose the remotely assisted Premium Installation Service to both deploy their system and expand their HC3 knowledge. For the most seamless deployment, however, nothing is better than having a ScaleCare expert engineer on-site.

The ScaleCare On-Site Installation Service is designed to give HC3 users the most reliable deployment possible. This service brings a ScaleCare Services Solutions Architect onsite to install your HC3 cluster nodes. The ScaleCare Architect will not only deploy the HC3 system but will walk you through the interface and configuration.

Before arriving on-site, the ScaleCare Architect will pre-plan the on-site visit to make sure all prerequisites have been met. HC3 systems deploy quickly, especially in the hands of a ScaleCare Architect, leaving plenty of time for further configuration and in-person knowledge transfer.

The ScaleCare On-Site Installation Service Includes:

- Pre-Installation Planning and Requirements Call
- One day of on-site work by a ScaleCare Services Solutions Architect
- On-Site initialization of HC3 System
- On-Site HC3 web interface configuration and walkthrough
- Final hand off to a ScaleCare Support Engineer for any additional services to be scheduled and completed remotely

The ScaleCare On-Site Installation Service requires a minimum installation of 3 HC3 nodes.

Note: The ScaleCare On-Site Installation Service is not included with the purchase of an HC3 system. It is an optional service available for a fee. Only available in North America.

ScaleCare Network Configuration Service

HC3 is an appliance-based hypercovered infrastructure solution that requires 1GbE or 10GbE networking. Whether you have the existing network in place or are adding/upgrading networking to support HC3, the ScaleCare Network Configuration Service is designed to assist you. Our knowledgeable ScaleCare Support Engineers will provide guidance and configuration assistance to ensure you are able to connect your users to HC3 seamlessly.

The ScaleCare Network Configuration Service includes knowledge transfer to make sure you not only understand the requirements for installation and configuration, but also best practices and networking considerations for working with your new HC3 system and future growth.

ScaleCare Network Configuration includes:

- Environment review and network planning call
- Best practice overview
- Knowledge transfer
- Remote configuration of 1GbE or 10GbE Switch(s) - if applicable
 - Configuration of switches to work within existing networking infrastructure including VLANs, STP, logging, and other basic switch functions
 - Setup of HA networking for multiple switches - if applicable

**Scale Computing will assist with remote configuration of switches that are listed on the "Recommended Switches" list in the HC3 Networking Guidelines document available on the Scale Computing website and customer support portal.*

Note: The ScaleCare Network Configuration Service is not included with the purchase of an HC3 system. It is an optional service available for a fee. This service is delivered remotely.

ScaleCare Quickstart Migration Service

Our most commonly asked question about HC3 might be, "How do I move my workloads onto HC3 virtualization?" There are a number of migration products and services on the market, but none is simpler or more tailored to HC3 than our ScaleCare Quickstart Migration Service.

Our HC3 Move software solution, powered by Double-Take, migrates workloads with minimal downtime from any physical, virtual, or cloud platform onto HC3. The ScaleCare Quickstart Migration Service assists you in using HC3 Move to migrate your workloads to HC3.

The HC3 ScaleCare Quickstart Migration Service migrates one Windows or Linux physical or virtual workload into an HC3 virtual machine. It is a kickstart for customers who plan to manage the migration of all other servers to HC3 and want to ensure they understand how to use our HC3 Move software successfully.

HC3 ScaleCare Quickstart Migration Service includes:

- Initial Discovery and Planning
- Scheduling
- Installation of Migration Agents and Management Console (HC3 and Source)
- Transfer, Migration, and Failover
- Post-migration Health Assessment

**HC3 licenses are purchased separately. No HC3 Move licenses are included with the Quickstart Migration Service.*

**HC3 Move Support - HC3 MOVE powered by Double-Take is a software product that allows users to migrate Windows or Linux physical, virtual, and cloud server workloads to HC3 with real-time replication from a single, intuitive user console. Other tools exist for migration in cases where HC3 Move Support is not offered in full. Clustered application environments such as Microsoft Failover Cluster or Distributed Access Groups will require additional configuration changes to migrate to HC3 using HC3 Move, contact Scale Computing Support for more information*

Note: The ScaleCare Quickstart Migration Service is not included with the purchase of an HC3 system. It is an optional service available for a fee. This service is delivered remotely.

ScaleCare Migrate Service

Workload migration projects are part of every step up to a newer and better IT infrastructure. These projects require discovery, assessment, planning, scheduling, before migration can even begin. For most IT departments, migrations are not a familiar part of their expertise because they often only occur once every few years.

At Scale Computing, our ScaleCare Services Solutions Architect are experts at migrations. We assist every HC3 user in implementing their new infrastructure and every HC3 user requires migration. Migration is a something we deal with daily, not every few years.

The ScaleCare Migrate Service is designed to help expedite your transition to HC3 with a full-service migration of your existing physical or virtual workloads to HC3 with minimal downtime or disruption. With this service, ScaleCare Architects migrate all of your workloads onto your HC3 system. The ScaleCare Migrate Service is provided remotely.

The ScaleCare Migrate Service Includes:

- Initial discovery and planning of workloads to migrate
- Scheduling of migrations
- Preparation of migration software or tools
- Transfer, Migration, and Failover
- Post-Migration Health Check

Note: The ScaleCare Migrate Service is not included with the purchase of an HC3 system. It is an optional service available for a fee. This service is delivered remotely.

ScaleCare Disaster Recovery (DR) Planning Service

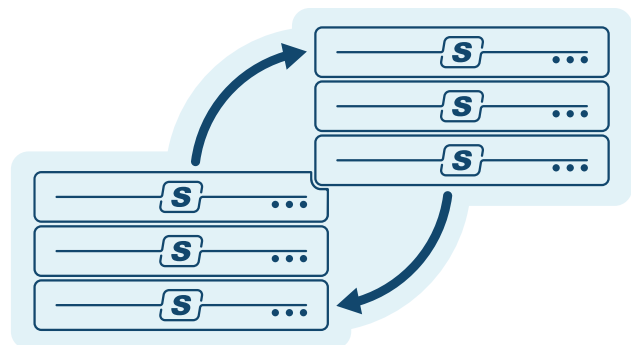
With HC3, enabling disaster recovery is easy, but finding the time to put together a disaster recovery plan may be a bit more challenging. If you are short on time, or just aren't even sure how you should start drafting and designing a DR plan, we can help. Our expert ScaleCare engineers will assist you in being fully prepared in case disaster strikes.

The ScaleCare DR Planning Service utilizes the native backup and replication features of HC3. ScaleCare Support Engineers will not only assist in setup and configuration of HC3 DR features, but will assist in drafting a complete disaster recovery plan, based on the proven DR runbook template used in Scale Computing's Remote Recovery Service, the hosted disaster recovery service.

The ScaleCare DR Planning Service will leave you ready to failover and failback workloads as needed and perform DR testing when appropriate. The DR runbook provided will be your essential guide for recovering your HC3 workloads should the need arise.

ScaleCare DR Planning Service includes:

- Setup and configuration of clusters for replication
 - Remote-access concepts
- Completion of Disaster Recovery Run-Book (Disaster Recovery plan)
- Best-practice review
- Failover and failback demonstration
- Assistance in facilitating a DR test



Prerequisites:

- Both HC3 clusters or single-node systems are installed and can reach each other directly on their LAN interfaces
 - Preferably, both clusters are still in the same location to expedite the initial data mirroring
- Minimum 10Mbit link between sites

Note: The ScaleCare Disaster Recovery Planning Service is not included with the purchase of an HC3 system. It is an optional service available for a fee. This service is delivered remotely.

HC3 Cloud Unity

The availability of critical IT workloads is the highest priority for any administrator. Without applications and databases, productivity stalls. At Scale Computing, we understand that you may not have the facility or capacity to host your own disaster recovery site. We also understand that traditional agent-based backup solutions are too complex for modern virtualization needs.

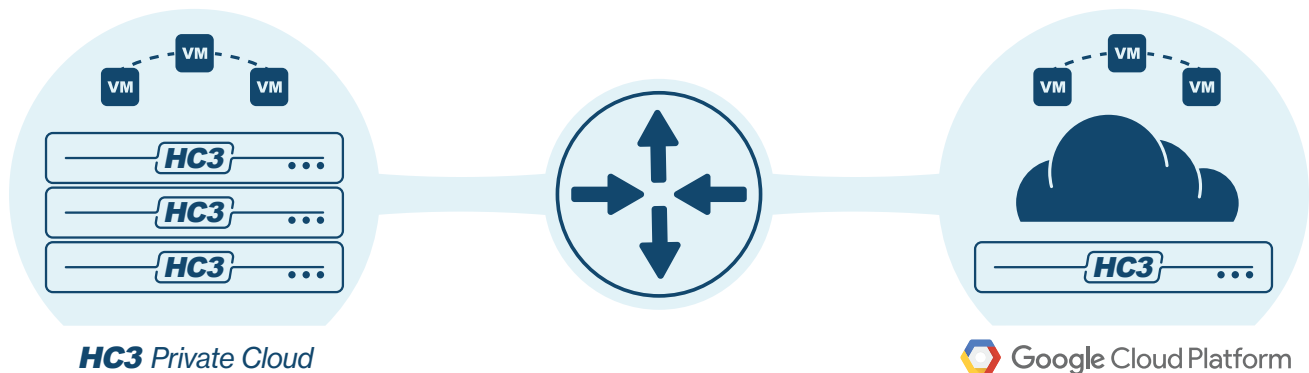
To address your disaster recovery needs, we have not only built high availability and cluster-to-cluster replication into our HC3 clusters but we are now pleased to offer a disaster recovery service that enables you to protect your critical workloads to a virtual HC3 system hosted on Google Cloud Platform.

HC3 Cloud Unity provides a way to protect your site against disaster and the ability to failover your VM workloads within minutes from the cloud. Connected with L2 networking, users and administrators can reconnect quickly when workloads are failed over to the cloud. Google Cloud Platform is an ideal solution to ensure business continuity against site-level or regional disasters.

Features and Benefits:

- No Software Installs
- Continuous Replication
- Low RTO/RPO
- User Configurable Replication Intervals
- Network Efficiently
- Per VM Granularity
- Remote Failover
- Failback to On-Site
- Secure Communication
- DR Testing

[Click here for more information.](#)



Service Availability

ScaleCare Services will be scheduled based on engineer availability. If you are interested in learning more or scheduling one of these services, contact your Scale Computing sales or services representative or call 877-SCALE-59.