

SERVICE DESCRIPTION CONFIGURATION SERVICES

Introduction

Aviatrix Advanced Cloud Services (ACS) provides a range of Configuration Services including services such as for Discover and Design, Build and Configure, Migration or Technical Engagement Manager (TEM). Our experienced staff will build, configure, and deploy the foundation of a multi-cloud native secure networking data plane integrating with native Cloud Provider constructs homogenizing and extending your Cloud Provider constructs with advanced functionalities.

Capitalized terms used here can be found in the Customer Terms of Use or referenced Service Description.

Discover & Design

- Understand Customer primary objectives for implementing Aviatrix products, e.g., security, performance, operational efficiency, etc.
- Assess the current state Cloud Provider (s) network and security infrastructure, including third party network components, and operational constraints
- Analyze network configurations and architecture to ensure alignment with Customer primary objectives and current network architecture best practices
- Assess current network performance for latency and scalability and recommend design improvements to meet specific operational needs and maintain optimal network configuration
- Design architecture for future state alignment with customers strategic objectives
- Deliver design documentation capturing the final constructs of the operational environment of the project

Engagement Length: 5 Days*

SKU: AV-ACS-CS-DD

**Note: Discover & Design hours must be used within 90 days from effective date of Software Order.*

Build & Configure

Our experts will work with your team to:

- Pre-Build phase which will implement the management infrastructure by launching the Aviatrix Controller in the specified Cloud Provider
- Implement Aviatrix CoPilot, if specified, for day 2 global visibility, control, operations, and governance for multi-cloud network
- Using the design documentation, Aviatrix staff will build and configure the VPCs/VNets per the design document for transit networking, including:
 - Implement High Availability Aviatrix transit gateways for multi-region and inter-cloud peering
 - Implement Aviatrix gateways for spoke VPC (Virtual Private Cloud) architecture
 - Integrate Aviatrix firewall networks (FireNet) into the network
- Implement Aviatrix transit peering (multi-region and inter-cloud deployment will be needed)
- Utilize Terraform or AWS (Amazon Web Services) Cloud Formation Infrastructure as Code (IaC) deployment automation as appropriate

Engagement Length: 5 Days*

SKU: AV-ACS-CS-BC

**Note: Build & Configure hours must be used within 90 days from effective date of Software Order.*

Migration

Our experts will work with your team to:

- Migration strategy and planning to migrate your cloud infrastructure into Aviatrix multi-cloud network infrastructure with consideration for:
 - Cloud Provider regional migration priorities
 - Number of VPCs/VNets
 - Current applications migration priorities and operational schedules, i.e., Greenfield/Brownfield
 - Datacenter connectivity availability, e.g., Azure Express Route, AWS Direct Connect, etc.
 - Customer security priorities
 - Identify /determine component sourcing, i.e., what will be sourced by Aviatrix and what components, third party or otherwise, will be the responsibility for you to source

- Migration includes:
 - Automation implementation details
 - Aviatrix Controller
 - Aviatrix CoPilot
 - Aviatrix transit gateways
 - Aviatrix spoke gateways
 - Aviatrix FireNet instances
 - Manual implementation details
 - As necessary and required that which cannot be automated
 - Build and deploy
 - Obtain necessary and required Cloud Provider account credentials
 - Create the management VPC/VNet with required public and private subnets, availability zones, routing, etc.
 - Allocate appropriate CIDR addresses
 - Subscribe and launch Aviatrix Controller
 - Onboard accounts with appropriate IAM (Identity and Access Management) access
 - Configure, collect, and forward logging information as designated by Customer
 - Testing
 - Scalability testing
 - Performance testing by simulating user traffic level and connections monitoring
 - High availability and failover ingress and egress testing as appropriate for transit and spoke gateways
 - Includes interface with Aviatrix engineering for issues and defect resolution
 - Training
 - Aviatrix end-user 'Day2' training for CoPilot use
 - Documentation
 - Architecture and Design High Level design (HLD)
 - Available Architecture and Design Low Level Design (LLD) if included as part of the project
 - Aviatrix systems operating Documentation (Online)
 - Aviatrix System troubleshooting Documentation (Online)

Customer Responsibilities

- Provide relevant Cloud Provider related information such as: IAM roles, security domains and account details
- Cloud Provider console access
- Dedicated solutions architect to review and discuss each element of the proposed solution
- Dedicated project manager for duration of project
- Customer is responsible for configuring third party components and setting security policies

We do not require access to the Software that would provide us with the unsupervised ability to add, delete, change, or modify your Software configuration or gain access in any form to Customer Data contained within, or transmitted by, the Software.

Engagement Length: 5 Days*

SKU: AV-ACS-CS-MIG

**Note: Migration hours must be used within 90 days from effective date of Software Order.*

Technical Engagement Manger (TEM)

The Technical Engagement Manger (TEM) is a multifaceted role with overall responsibility for Aviatrix customers regarding the services delivery. The TEM may be ordered for a customized Service Description scope or other complex projects that incorporates multiple SKUs.

The primary responsibility of the role includes:

- Engage in pre-sales POV activities to provide continuity from POV to Configuration Services engagement
- Coordinating Aviatrix resource assignment with our leadership
- Planning and coordinating project tasks
- Ongoing project activity tracking
- Risk and action item tracking, as required
- Project status communication with customer team and internal Aviatrix team
- Coordinate any new Software Orders to address any changes during the life of the project
- Ensuring completion of all projects

Customer Responsibilities

- Fully engage with TEM on all project activities
- Provide timely and regular status updates on project progression
- Optionally, assign an internal PM as point of contact for Aviatrix TEM

Engagement Length: 40 Hours

SKU: AV-ACS-CS-TEM