



SteelEye[®]
TECHNOLOGY INC

**SteelEye
Deployment Service**

Overview

The SteelEye Deployment Service provides installation, configuration and validation support for the implementation of SteelEye solutions within data centers. All of these services are performed by a SteelEye Certified Engineer (SCE) in collaboration with customer data center personnel. The SteelEye Deployment Service can be performed on-site, remotely via the Internet or any combination that meets the customer's requirements.

SteelEye recommends the SteelEye Deployment Service as an option that you should seriously consider if your organization wants to facilitate high availability, replication or disaster recovery deployments. Ask about the SteelEye Deployment Service when you are considering your various options for addressing your business continuity requirements.

SteelEye Certified Engineer

SCEs have the expertise necessary to install, configure and validate a highly available data center infrastructure that protects your critical business assets. With experience in almost every possible environment, SCEs are the best choice to help you jumpstart your implementation, train your staff, and integrate SteelEye solutions into your IT environment. During this process, we are fully dedicated to thorough knowledge transfer so that you will be able to implement, manage and maintain your environment moving forward.

You will receive experienced support from the initial planning stages through installation and testing to final sign-off and acceptance. SteelEye provides a coordinated solution, facilitating a smooth and seamless implementation within your environment. Whether you're implementing SteelEye solutions to protect Windows or Linux environments or are looking for disaster recovery, SteelEye Certified Engineers can ensure successful implementation in the most complicated, mission-critical environments.

SteelEye Deployment Service Implementation

There are three phases to the SteelEye Deployment Service. Each phase is designed to assure that the customer's deployment is completed properly and in a timely manner. The phases are:

- Installation
- Configuration
- Validation

During the **Installation Phase**, the SCE will work with data center personnel to install SteelEye software solutions. This joint effort will provide data center personnel with the understanding needed to successfully manage and maintain the SteelEye software during the operational life of the deployment and form the foundation of knowledge that will facilitate the resolution of any issues that occur. The Installation Phase will ensure that:

- The correct version of all SteelEye software is present
- Servers where SteelEye software is to be installed have been properly configured with third-party software, OS settings, file system layouts, adequate disk space, bandwidth, etc.
- SteelEye software license keys are installed onto all clustered nodes

This phase ends when all SteelEye software has been successfully installed and licensed onto the customer's servers.

Following installation, the **Configuration Phase** includes:

- Working with customer, construct and configure any clusters and/or data replication mirrors as required
- Test and tune SteelEye software for optimal operation
- Test and tune servers, storage and networking infrastructure for optimal operation
- Define usage scenarios which can be used during the Validation Phase
- Diagram the configuration for future customer and support reference

This phase ends when all desired clusters and/or data replication mirrors have been built, tested and diagrammed.

The **Validation Phase** allows for a period of time to test the usage scenarios identified during the Configuration phase to confirm the desired functionality is included and the overall objective of the deployment is satisfied. During this phase the SCE and data center personnel will:

- Perform normal operational testing to ensure functionality and expected behavior
- Perform negative testing to ensure operation outside of normal parameters
- Document recommended test procedures following any hardware or software upgrades to the servers running SteelEye software

This phase ends when all tests have either passed or been reviewed with the customer to ensure their understanding of failures.

Administrator Training

When delivered on-site, the SteelEye Deployment Service includes administrator training on the specific solution which has been deployed. Data center personnel learn how to:

- Use the SteelEye GUI for monitoring and ongoing administration
- Perform server and software maintenance
- Access the SteelEye self-service support portal to research solutions to common issues

More advanced training options are available for customers who wish to develop custom Recovery Kits or use APIs/CLIs to interface SteelEye solutions to other products. These topics are not covered in this Administrator Training session.

Deliverables

The SteelEye Deployment service leaves the customer with several technical documents which are critical to the ongoing support of the integrated solutions. These include:

- A configuration diagram which shows all servers, network and storage connections with associated data volumes and IP addresses
- A test plan which can be used to validate proper functionality after a hardware or software change to the servers
- Training materials which can be used for future reference (on-site only)

Delivery Options

The SteelEye Deployment Service is delivered in two forms: on-site at the customer facility or remote using web connections into the customer data center. The on-site service includes an additional Administrator's Training session.

In the On-site delivery option, the SCE acts as the principal member of the deployment team and is assisted as needed by data center personnel during the deployment process. Members of the data center team who will be available on an as needed basis include those performing the functions of server administrator, storage administrator and/or network administrator.

The number of days required to perform the service will vary based on the configuration. In general, 2 days should be allocated. The exact amount of time required and the final fixed cost will be figured following a call to discuss the scope of the services.

In the Remote delivery option, the customer's data center team will be the principals during the deployment process and the SCE acts as a real-time advisor. Members of the data center team will be available on an 'as needed' basis including those performing the functions of server administrator, storage administrator and/or network administrator.

The amount of time required to perform the remote delivery service will vary based on the configuration. In general, 3 days should be allocated. The exact amount of time required and the final fixed cost will be figured following a call to discuss the scope of the services. The SteelEye Services engineer will not be totally dedicated to this service during this time but will be available as needed during normal business hours.

About SteelEye

SteelEye is the leading provider of data and application availability management solutions for business continuity and disaster recovery for Linux and Windows and virtual environments.

The SteelEye family of data replication, high availability clustering and disaster recovery solutions are priced and architected to enable enterprises of all sizes to ensure continuous availability of business-critical applications, servers and data.

To complement its software solutions, SteelEye also provides a full range of high availability consulting and professional services to assist organizations with the assessment, design and implementation of solutions for ensuring High Availability within their environments.

SteelEye is a subsidiary of SIOS Technology, Inc.

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