QUICKSTART ONSITE INSTALLATION SERVICE

HANDS-OFF INSTALLATION PROCESS

Scale Computing Platform systems are famous for being easy to rapidly deploy. We now bring a new level of "easy" with an expansion of the standard Quickstart Onsite Installation Service for users who prefer a hands-off installation process with a trained Scale Computing Technical Engineer onsite.

The SC//Technical Engineer will ensure your new Scale Computing HyperCore clusters are configured and deployed specifically for your environmental needs. They will also provide an SC//Platform Overview as they complete your installation, ensuring you have all the skills and knowledge needed to keep your system operating smoothly. They can answer any questions, and, if time permits, will even walk you through configuring your included Quickstart Migrate Service. All in one day, in one place, and in person.

What's Included?	Delivery	Details
Networking **Networking Pre-Planning Call** • Network cabling overview • Environmental check • Set up network for backplane **Networking Configuration Call (if applicable)** • Set up network for LAN and backplane • Remote configuration of 1GbE or 10 GbE switch(es) • Configuration of switches to work within existing networking infrastructure including VLANs, Spanning Tree, logging, and other basic switch functions *Set up of high availability networking for multiple switches (if applicable)*	Remote Calls	Language English Only Scheduling Monday-Friday 6AM-8PM EDST Location North America Only

What's Included?	Delivery	Details
Onsite Installation • Pre-onsite installation planning and requirements call • One day of onsite work by an SC//Technical Engineer • Onsite initialization of SC//HyperCore • First Time VM creation • Onsite HyperCore UI configuration and walkthrough	Onsite	Language English Only Scheduling Monday-Friday 6AM-8PM EDST
SC//Platform Overview • A one-time training session with an SC// Technical Engineer while onsite • Include one person from your organization or many • At the end of this training, trainees should feel confident with managing, maintaining, and troubleshooting their SC//Platform environment	Onsite	Location North America Only
Scale Computing Quickstart Migration • Quickstart Onsite Installation comes with one SC//Platform Move license to use during this service • Initial discovery and migration planning while onsite • Installation of migration agents (source machine to be migrated and SC//HyperCore target machine) and the migration management console while onsite • Configuration of the migration, overview of available options, and confirmation of initial data transfer • Questions regarding the Scale Computing Quickstart Migration process	Remote Call	

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