

Consulting Services

WhatsUp[®] Gold

CUSTOMER COMMITMENT

Our commitment to your success extends beyond the purchase of a product through a wide range of consulting and training services designed to ensure that you maximize your return on investment in Ipswitch products.

CONSULTING SERVICES

Our Consulting Services allow you to work with our technical experts to ensure timely and efficient deployments and successful implementations.

TRAINING SERVICES

Our training courses allow you to learn from our technical experts to master your use and management of our products. The courses lead to the level of Certified Professional within the Ipswitch Community.

Ipswitch[®] Technical Services provide expertise and knowledge transfer to augment your existing resources and maximize your return on investment.

Quick Start Services

Our Consulting Services onboarding experts will get you up and running quickly so you can maximize the benefits of your investment in WhatsUp Gold. Our Quick Start service comes in four versions.

Quick Start

- Installation using either local or remote SQL
- Post-installation validation
- Assistance with initial credentials setup and first discovery
- Map generation and initiation of monitoring

Quick Start Bronze

- All basic Quick Start services
- Demonstration of best-practices when creating Layer 2, Dynamic, and Device Groups
- Walk-through creation of Actions and Action Policies per customer requirements
- Walk-through creation of Alert Thresholds and Notifications per customer requirements

Quick Start Silver

- All Quick Start and Quick Start Bronze services
- Configuration of device dependencies per customer requirements
- Creation of dashboards using out-of-the-box dashboard reports per customer requirements
- Walk-through of WhatsUp Gold device roles
- Configuration of Network Traffic Analysis settings, retention periods, and dashboard
- Configuration of Virtualization Monitoring and walk through of features
- Instantiation of built-in Application Performance Monitor profiles
- Setup of Configuration Management tasks and walk through of features

Quick Start Gold

- All Quick Start, Quick Start Bronze and Quick Start Silver services
- Creation of custom built-in monitors per customer requirements
- Deployment of Central/Remote WhatsUp Gold editions
- Deployment and configuration of WhatsUp Gold scalability pollers
- Deployment and configuration of WhatsUp Gold failover manager

Upgrade Services

Our Consulting Services team will upgrade your WhatsUp Gold deployment from v15.x and above to the latest release. Afterward a health check of the environment is done to ensure everything is functioning as expected. This will also include any troubleshooting if any problems are encountered during the upgrade with the exception of dashboard recreation. This services includes:

- Upgrade of your WhatsUp Gold environment
- Validation of all functionality post upgrade
- Health check of your environment post upgrade
- Troubleshooting any issues that are encountered in relation to the upgrade

Health Check

Our Consulting Services team will audit your WhatsUp Gold installation and provide recommendations that will help you get more out of your investment. This services includes:

- Review of your current configuration
- Recommendations on how to optimize your WhatsUp Gold deployment and get the most out of your current license
- Review of any questions or challenges affecting your use of WhatsUp Gold with recommendations
- A written summary of findings and recommendations

Custom Configuration Services

This service allows for deeper more specialized requirements on a per customer basis. Example services performed under this service include:

- Creation of custom application performance monitor profile(s)
- Creation of custom SQL query (or queries) to the WhatsUp Gold database
- Creation of custom monitor(s) using built-in capabilities based on customer's use case
- Creation of automated resolutions to alerts using built-in capabilities

Advanced Custom Configuration Services

This service allows for complex and highly-specialized requirements on a per customer basis. Tasks requested or identified as necessary will be documented, with appropriate time lines and pricing, in a Statement of Work which will be submitted for approval by the Customer. Example services performed under this service include:

- Creation of custom reports within WhatsUp Gold
- Creation of custom monitor(s) using capabilities not native to WhatsUp Gold based on customer's use case
- Creation of automated resolutions to alerts using capabilities not native to WhatsUp Gold