Versa Premier Service

Datasheet

Overview

Software Defined Networking transformed networking. Software Defined WAN (SD-WAN) transitioned traditional WAN, Internet, and cloud user experience. Software Defined Security (SD-Security) defined how customers are deploying, using and operating security features. Versa Networks has led these transformations by providing integrated SD-WAN, security, and routing features in a single platform, with centralized management, analytics and automation.

Today, organizations are faced with the following reality:

- Digital Transformation has accelerated the migration of enterprise applications and workloads from an enterprise datacenter to a variety of public clouds and/or SaaS services.
- Maintaining legacy networking equipment and disparate point solutions for networking and security on-premises or on the cloud create complexity and security gaps. The complexity and inconsistencies degrade the user experience and making the amalgam of the solutions hard to operate
- Upgrades, upkeeps of devices, continuous and ongoing training of staff, and 24x7 operations is expensive and complex. IT administrators are looking to leverage a new approach where security is offered as a service so that they can achieve operational simplicity and cost savings.
- Users are connecting from everywhere. COVID-19 has changed the workplace dynamics to a new normal where employees can work from anywhere, and the employee's home is the new office.
- Optimized, omni-present, and low latency cloud connectivity have gained importance as applications moved to the cloud for flexibility and scalability

Migration of applications and data to the cloud will not happen successfully when networking solutions remain as legacy solutions. As data and applications move to cloud, it is more critical to provide cloud-native connectivity, security and manage all user and device access into cloud-based applications.

To address such needs, now networking is being transformed by cloud native networking services captured by Secure Access Services Edge (SASE). SASE is focusing on making connectivity and security services very easy to purchase and use while on-prem, on-cloud or on both locations. Versa, the leader in SASE, is in the forefront of this innovation and transformation.

As with any other critical technology infliction point, it is critical for network operators to get highly responsive, tailored, personalized support to help manage these critical transitions and to maximize the return to their investments.

With these in mind, Versa offers differentiated support services, Premier Support.

Versa Premier Support is designed as a comprehensive and cohesive premium service offering that includes Service Manager, Designated Tech Support Engineer, Site Bring up Assistance, Upgrade Assistance, Root-Cause-Analysis (RCA). Versa Premier Services comes with self-administered training and certification vouchers to enable and empower our customers further.

Premier Support Components

Service Manager

Versa Designated Service Manager is a named Versa Networks expert resource acting as the single point of contact for all service-related activities and escalations. Service Manager will assist the End User with all Services related needs including but not limited to TAC support, support coverage, escalations, operational and logistical coverage, RCA and more. Service Manager will coordinate and host on-site kick-off meeting with the End User to provide information needed for the End User to receive the entitled Services deliverables. Service Manager is available remotely during normal business hours during work hours of the customer.

Service Manager escalation responsibilities:

- Single point of contact for escalation management
- Engages appropriate Versa teams to streamline resolution and resources within Versa
- Creates additional visibility within Versa
- Provides regular updates to the customer on escalated issues

Service Management activities

- Schedules and runs periodic / quarterly review meetings with the customer
- QBR preparation and presentation
- Ensures that customer's overall services experience is pleasant/CSAT
- Asset Tracking and Management
- 8hr x 5days delivery based on one customer designated time zone
- EOL management and guidance
- Training Management

Designated TAC Support

Versa Designated Technical Support Service provides a personalized support experience, deep technical troubleshooting and fast resolution for the assigned End User. Designated Tech Support service consists of a named, experienced engineer with deep product knowledge and highly focused technical skills relevant to your network profile and operating requirements. With in-depth knowledge of your network,

named engineer(s) provide expert support. Your high-priority and complex issues are handled with a sense of urgency and a high level of efficiency by experts who deeply understand your environment and technologies as well as your ongoing cases. Designated Technical Support Engineer provides high-touch support experience.

Personalized Support Experience

- Named L3 expert TAC Engineer resource(s) with prior knowledge of the customer network/topology, features, deployment details
- Skipping through L1 and L2 support
- More stringent SLA and response times (see response times for details)

Operational Assistance

- Provides upgrade assistance (see respective slide for details)
- Provides initial site bring-up assistance (see respective slide for details)
- Standby support for major upgrades + key customer events/during high activity days

Coverage

- 8hr x 5days coverage based on one customer designated time zone
- Standard support beyond 8x5 – using L2 TAC by 24x7
- Additional Designated TAC Support Engineer Service instances can be purchased to cover more hours

Site Bringup Assistance

Versa provides Initial Site Bring-up Assistance service for up to 5 branch CPEs to handhold customers while bringing up their network to ease their experience and to proactively minimize service impact risks. Site Bring-up Assistance scope consists of:

- Requirement gathering for provisioning of a site
- Soft provisioning of site which includes device specific template
- Pre-requisite: Design to be pre-approved by Versa
- Participate in Onboarding Maintenance Window
- Limited to 4 hours per branch

Beyond this scope appropriate services need to be purchased. Examples of Site Bring-up services that can be purchased separately:

- Custom design
- Additional Configuration changes

Upgrade Assistance

Versa provides Upgrade Assistance service for up to 1 upgrade per year

- Head-End upgrade assistance in consultative form
- Customer to drive the upgrade while Versa to assist with questions and challenges
- Requires review of the upgrade plan ahead of time prior to upgrade
- Assistance with post upgrade check and verification
- Requires Designated TAC

Beyond this scope Versa Professional Services can be purchased. Examples:

- New version verification or qualification services
- Versa doing the actual upgrade on behalf of the customer

Root Cause Analysis

Versa will provide Root-Cause Analysis for customer-reported P1 issues. RCA is delivered by Designated TAC Support engineers, with the help of Versa Engineering. Versa will replicate the problem in lab environment to determine, document the root cause, verify a fix, and provide recommendations on the proposed solution. RCA is intended to determine the solution for immediate network-impacting issues and to help determine the best way to prevent issues from recurring.

- P1 is prerequisite
- For Versa issues only (not 3rd party or configuration induced issues)
- Based on specific request from the customer

Access to Self Administered Training and Certification

Premier Service comes bundled with training and certification to empower customer engineers and to help them complete their Versa certifications

Premier Service includes

- Coupons for 10 self-paced (online) Trainings – valid for 1 year

- Coupons for 5 instructor-led Versa Certified SD-WAN Administrator certification – valid for 1 year

- Lab rental available for an extra fee

Versa Support Services Tiers

Versa Premier Service comes with differentiated TAC Support. Please see below for more details while Versa Premier Service is contrasted against standard support service.

Support Services Overview		Standard Support	Premier Support
TAC Support	24x7 case submission and TAC assistance Initial response time, resolution time:	P1: 60 min, 3 days P2: 60 min, 4 days P3: 8 hrs, 20 days P4: 8 hrs: Earliest possible	P1: 30 min, 2 days P2: 30 min, 3 days P3: 4 hrs, 10 days P4: 4 hrs: Earliest possible
Software updates	Access to Major, Minor and Service Releases	√	√
Root Cause Analysis (RCA)	RCA for critical outages such as P1 issues	X (Purchasable as a PS Service)	√ (included)
Designated Service Mgmt	Escalation point for Premier customers Escalating and tracking issues within Versa Managing Service metrics Customer facing QBRs Software Release Upgrade Planning	X	√
Designated TAC	8x5 direct access to Designated TAC Engineers (L2 level) Backed by 24x7 cover of general TAC Operational Assistance (initial site bring-up, upgrade assistance)	X	√
Access to online resources	Access to documentation	√	√
Training and certification	Self administered online training and certification	X (Purchasable for additional fee)	√ (included)

How to Order

Versa Premier Service offering is available to purchase with designated or dedicated resource options. Versa Networks sales reps or Versa Authorized Channel Partners can guide you through the process.

Versa Premier Service is purchasable via Versa Authorized Channel Partners. Please contact your channel rep for more details.

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