

New Zealand Services Catalogue



Westcon Group Services works with our resellers and vendors to discover, develop and deliver opportunities that provide greater strategic insight, richer margin and longer-term customer engagements through our decades of experience and unique in-house skillsets of engineers, support decks, certifications and global delivery models. Globally our Services offering is represented by 4 pillars; Supply Chain Services, Professional Services, Support Services and Education Services.

SUPPORT SERVICES PORTFOLIO



In New Zealand we provide **Support Services**, **Professional Services**, and **Supply Chain Services**. These Services are detailed in this Catalogue.



Support Services



Our technical support capabilities are unique and distribution leading. We can provide you with the capability to deliver proactive monitoring support capabilities across multiple vendors and multiple technologies, so customers can focus on their business, not their technology.

Our Support Centre Services can also expand standard maintenance packages to include how-to support and remedial training onsite.

SUPPORT LEVELS

Westcon offers a range of 8x5 and 24x7 support offerings varying from level 1, level 2 telephonic and remote support options to onsite break/fix services nationwide.

Support requests can be logged as follows:

- 24x7 telephonic response for priority faults
- Centralised email for non-critical faults
- Online ticket submission for non-critical faults

Initial response to requests will vary depending on the associated service level agreement purchased.

This catalogue describes the various support options provided by Westcon and the associated vendor products.

Gold Seal Support - Avaya




Westcon offers a range of Avaya IP Office support options to the reseller channel.

Avaya Voice

Westcon provides a 24 x 7, level 1 and level 2 telephonic and remote support; Avaya provides level 3 support. This support does not include any onsite services, hardware warranty or advance parts replacement services.

Support Level	Support Description
24x7x4	24 x 7, 4 hour telephonic response.

Avaya Voice + Advance Parts Replacement (APR)

Westcon provides a 24 x 7, level 1 and level 2 telephonic and remote support; Avaya provides level 3 support. This support does not include any onsite services, hardware warranty or advance parts replacement services.

Support Level	Support Description
24x7 x4 + APR	24 x 7, 4 hour telephonic response. Next business day parts replacement.

Avaya Onsite 8x5x4; 12x7x4; 24x7x2

Westcon provides a 24 x 7 level 1 and level 2 telephonic and remote support; Avaya provides level 3 support. This support includes next business day (NBD) advance parts forward replacement. If it is concluded that a hardware fault has been identified, Westcon will arrange for an engineer to be despatched with the appropriate replacement part.

Support Level	Support Description
8x5x4	Monday to Friday 8am – 5pm, 4 hour telephonic response. Next business day onsite hardware break/fix.
12x7x4	Monday to Sunday 7am – 7pm, 4 hour telephonic response. Next business day onsite hardware break/fix.
24x7x2	Monday to Sunday 24 x 7, 2 hour telephonic response. Next business day onsite hardware break/fix.



Incident Priority Levels

The following scenarios are used in order to determine the priority for all Avaya IP Office technical support requests:

Priority	Support Description	Support Coverage
Priority 1	The supported product is totally out of service with no acceptable work around, resulting in a loss of service affecting all users at a single site.	24 x 7 (Including public holidays)
Priority 2	The supported product is operating with severely reduced functionality, causing significant impact to the customer's business operations, or the loss of service impacting more than 25% of all users at a single site.	8am – 5pm Monday to Friday (Excluding public holidays)
Priority 3	The supported product is operating with reduced functionality, causing little or no impact to the customer's business operations, or the loss of service to less than 25% of all users at a single site.	8am – 5pm Monday to Friday (Excluding public holidays)

Gold Seal Support - Overland



Westcon is an Authorised Service Partner (ASP) for Overland in New Zealand.

Support Level	Support Description
Overland Care Level 1	9x5x4 hour telephone assistance Remote problem and diagnostics support 2 Business day advanced parts replacement
Overland Care Level 2	9x5x4 hour telephone assistance Remote problem and diagnostics support Next business day response for onsite support and parts replacement
Overland Care Level 3	9x5x4 hour telephone assistance Remote problem and diagnostics support 9x5x4 response for onsite support and parts replacement
Overland Care Level 4	4x7 hour telephone assistance Remote problem and diagnostics support 24x7x4 hour response for onsite support and parts replacement

Scope of Services

Once a support call has been logged, an engineer will be in contact with the initiator within the time period as noted on the service level schedule and assign the appropriate priority level. The engineer will then commence remote troubleshooting based on the assigned priority level. In the event a hardware failure is identified, the engineer will arrange for the dispatch of the replacement hardware.

The support relates to break/fix and does not include maintenance or installation faults. All software issues related to the inadequacies of the environment which are not related to the Overland product may incur additional charges.

Gold Seal Support - Palo Alto Networks



Westcon has partnered with Palo Alto Network in providing level 1 and level 2 support to customers who have purchased Palo Alto appliances. Palo Alto provides level 3 support and advance parts replacement.

Support Level	Support Description
Backline Support	9x5 telephonic assistance 24x7 telephonic assistance (for Severity 1 issues ONLY) Software support and remote diagnostic services Bug fixes/maintenance releases Software upgrades Hardware advanced replacement ships next business day (NBD)

Scope of Services

Once a support call has been logged, an engineer will be in contact with the initiator within the time period as noted on the service level schedule and assign the appropriate priority level. The engineer will then commence remote troubleshooting accordingly based on the assigned priority level.

The support relates to break / fix and does not include maintenance or installation faults. All software issues related to the inadequacies of the environment which are not related to the Palo Alto product, may incur additional charges.

Severity Definitions

Support Level	Support Description
1. Critical	Product is down, critically effects end user production environment. No workaround available yet.
2. High	Product is impaired, end user production up, but impacted. No workaround yet.
3. Medium	A Product function has failed, end user production not affected. Palo Alto Networks TAC is aware of the issue and a workaround is available.
4. Low	Non-critical issue, does not impact end user business. Feature, information, documentation, how-to and enhancement requests from the end user.

Incident Priority Levels



Case Severity per end user	Target Response Times	Target Escalation Points	Target Resolution Times
1. Critical	1 Business Hour	2 Business hours. Senior management notified.	Provide workaround within 24 hours from problem identification.
2. High	2 Business Hours	8 Business hours. Senior management notified.	Solution or workaround within 3 business days from problem identification.
3. Medium	4 Business Hours	5 Business days. Senior management notified.	Workaround within 10 business days of problem identification.
4. Low	Next Business Day	After Validation or duplication by Support, Engineering Notified	Non-critical issue, does not impact end user business. Feature, information, documentation, how-to and enhancement requests from the end user.



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Gold Seal Support - Riverbed

Westcon is a Riverbed Authorised Support Partner (RASP). Westcon provides level 1 and level 2 telephonic and remote support; Riverbed provides level 3 support and advance parts replacement.

Support Level	Support Description
Silver	24x7 telephonic assistance Software support and remote diagnostic services Hardware return to base repair/replacement
Gold	9x5x4 hour telephone assistance Remote problem and diagnostics support Next business day response for onsite support and parts replacement
Gold Plus	9x5x4 hour telephone assistance Remote problem and diagnostics support 9x5x4 response for onsite support and parts replacement
Platinum	4x7 hour telephone assistance Remote problem and diagnostics support 24x7x4 hour response for onsite support and parts replacement

**This is dependent on the geographical location of the deployed hardware. Please check with your sales representative for specific location coverage.*

Scope of Services

Once a support call has been logged, an engineer will be in contact with the initiator within the time period as noted on the service level schedule and assign the appropriate priority level. The engineer will then commence remote troubleshooting accordingly based on the assigned priority level.

The support relates to break/fix and does not include maintenance or installation faults. All software issues related to the inadequacies of the environment which are not related to the Riverbed product may incur additional charges.



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Incident Priority Levels

Priority Level	Definition	Support Coverage
Priority 1 – Critical	A catastrophic problem that may severely impact the end customer's ability to conduct business. This may mean that the end customer's system and/or products are down or not functioning and no procedural workaround exists.	1 Hour initial response. Efforts to isolate diagnose and deliver a work-around or repair problems will be continuous.
Priority 2 – High	A high impact problem in which the end customer's operation is disrupted, but there is capacity to remain productive and maintain necessary business level operations.	4 Hour initial response. Efforts to isolate diagnose and deliver a work-around or repair problems will be continuous during business hours.
Priority 3 – Minor	A medium to low impact problem that involves partial loss of non-critical functionality. The problem impairs some operations, but allows the end customer to continue to function.	8 Hour initial response. Action should be appropriate to the nature of the escalation.
Priority 4 - Informational	Minor problems: all other errors. This includes documentation errors. The inconvenience is slight and can be tolerated.	Next business day response. Action should be appropriate to the nature of the escalation.



Gold Seal Support – Symantec Cloud

Westcon provides Level 1 support services for Symantec Cloud Security products.

Products included under this support offering are:

- Email Protect.Cloud
- Email Safeguard.Cloud
- Email and Web Safeguard
- Web v2 Protect and Control.Cloud
- Web v2 Protect and Control with Data Protect
- Web v2 Smart Connect.Cloud
- Web Data Protect
- Enterprise Vault.Cloud
- Enterprise Vault Enhanced.Cloud
- Enterprise Vault Mailbox Continuity.Cloud
- Endpoint Protection.Cloud

Service Level Schedule

Support Level	Support Description
Symantec Cloud Security Support	24 x 7 telephonic assistance, 8 x 5 assistance

Incident Priority Levels

Priority Level	Definition	Support Coverage
Priority 1 – Critical	A catastrophic problem that may severely impact the end customer's ability to conduct business. This may mean that the end customer's system and/or products are down or not functioning and no procedural workaround exists.	1 Hour initial response. Efforts to isolate diagnose and deliver a work-around or repair problems will be continuous.
Priority 2 – High	A high impact problem in which the end customer's operation is disrupted, but there is capacity to remain productive and maintain necessary business level operations.	4 Hour initial response. Efforts to isolate diagnose and deliver a work-around or repair problems will be continuous during business hours.

Priority 3 – Minor	A medium to low impact problem that involves partial loss of non-critical functionality. The problem impairs some operations, but allows the end customer to continue to function.	8 Hour initial response. Action should be appropriate to the nature of the escalation.
Priority 4 - Informational	Minor problems: all other errors. This includes documentation errors. The inconvenience is slight and can be tolerated.	Next business day response. Action should be appropriate to the nature of the escalation.

Virsae –Monitoring Service Offering



Westcon has partnered with Virsae (VSM – Virtual Service Management) to create a monitoring service to complement and enhance existing support offerings that Westcon provides to its reseller partners. This 8x5 monitoring service is available for the IP Office portfolio. The service is an add-on to the existing IP Avaya offerings from Westcon.

The monitoring service provides:

- The prevention of problems by detecting anomalies in its initial phase.
- Warning of problems at the moment they occur to allow faster resolution.
- Remote services to connect to the core system and applications in order to undertake issue investigation.
- Alerts are verified by the technical staff of the Westcon Group NZ post-sales support team to avoid false positives and the time of notification of actual incidents are reduced to a minimum.
- A weekly report with listing the alerts received.

The service is available in two options:

Description
1 year 8x5 Avaya IP Office Monitoring Service
3 year 8x5 Avaya IP Office Monitoring Service

How is the Monitoring Service Provided?

Westcon Services Solutions utilise Virsae VSM Express to monitor systems. VSM Express utilises a low cost onsite appliance with a simple deployment method in which the appliance will be pre-configured by Westcon and shipped to the customers site for physical installation.

Specific areas that VSM Express provides for IP Office:

- Availability Management with collection of SNMP traps, Syslog
- Email notification of traps
- CDR log collection
- Remote access via customer/partner provided server

Monitoring Service Levels

- Critical impact alerts will be picked up and the customer notified within two hours.
- Medium Impact alerts will be picked up and the customer notified within four hours.
- Low impact alerts will be picked up and the customer notified within eight hours of detection (NBD).

About VSM Express Remote Connectivity Security

- Virsae collects only system configuration, capacity and performance information, in addition to general contact details for event notification and alerting purposes.
- Virsae does not collect customer financial data, customer personal (other than contact details for event notification and alerting), end-customer information (i.e. information relating to the reseller's customer) or content of voice calls or voice media.
- No customer data is stored on the appliance in any form of permanent storage.
- The appropriate TCP port is opened to allow outbound-only connections – there are no unsolicited inbound connections.
- All traffic is transported over an encrypted TLS connection.

Professional Services



SOLUTION DESIGN

We use the latest architecture standards, guidelines and site templates so our teams have the tools to create the best site designs possible.

IMPLEMENTATIONS

Our technical engineering team will connect remotely to or be at a customer's facility where physical or advanced implementations will be executed. Startup implementation can be during production network, at maintenance windows or out of office hours.

CONSULTANCY

We deliver business process consultancy that addresses problem resolution, solution validation & best solution advancement.

MIGRATIONS AND UPDATES

Onsite or remote translation of actual settings to newer version or migration to new solutions with more advanced configurations.

Westcon Group Channel Services Engagement Process

- Reseller will nominate a suitable contact for Westcon Group to liaise with for project documentation and service scheduling.
- A Statement of Work (SOW) is generated detailing the appropriate project deliverables and associated measurements, it also outlines the actual scope of the service bundle that has been ordered.
- Reseller reviews the scope and approves commencement of the project.
- Project initiation workshop is conducted and all pre installation / implementation detail is gathered and collated.
- Implementation is planned from this meeting once all pre requisites have been identified and met.
- Implementation conducted as per deliverables detailed in the SOW.
- Review all deliverables have been completed as per SOW and project completion sign of obtained.
- Service is invoiced.

Asigra DS Client Installation

Asigra.



When customers move to an Asigra Cloud based backup service, Westcon can assist by installing and configuring a DS Client into the customer's environment.

Scope

- Install the DS Client onto a customer nominated server (Physical or Virtual) that meets or exceeds Asigra's minimum requirements.
- Create the agreed backup policy and implement this across a selection of nominated servers, via the client's WAN.
- Provide basic admin handover training to add selected server's into the backup policy, how to perform a file level restore and how to monitor the backup system.

Deliverable	Measurement
Project initiation workshop	Workshop conducted, backup policy explained, pre installation checklists completed
DS Client + DS User installed	DS client software physically installed within a Virtual Machine or on a physical server, access to DS NOC accessible, email auto alerts configured
DS client configured to back up the servers* <ul style="list-style-type: none"> - Exchange - SQL Database - File Server 	Nominated servers backup initialised – DS NOC to display that the initial backup has completed successfully
File restore test	A test 100MB file restored successfully to an alternate location
Basic DS Client administration training conducted	Client can access the DS NOC interface, can add a server into the backup policy and also perform a test file restore

*For this service offering, a server is defined by either a physical or virtual Windows server

Excluded from Scope

- After hours labour

- Travel & expenses
- Change controls
- Pre installation checklists
- Backup policy technical design

Asigra.



Cisco C-series Server Installation

Pricing applies per individual server.



Scope

- Unpacking of server onsite
- Rack or stack of server into customer rack
- Power cabling
- Power on test

Excluded from Scope

- OS installation / configuration
- Removal of packaging from site

IBM Server & Storage Services



Storwize V7000 / V5000 / V3700 SAN Implementation – SAS / iSCSI / Fibre Channel connect

Pricing applies for up to 1x controller, 2x expansion shelves and 2x Fibre Channel Switches (if Fibre connection is required).

Scope

- Project Workshop
- Rack and Cabling
- Firmware upgraded
- Initial Configuration IP address, RAID sets and LUN configuration
- Engineering testing
- Present LUN's / Volumes to up to 3x hosts
- Fabric Zoning (for Fibre attached storage)
- iSCSI configuration (for iSCSI connected storage)
- As Built Documentation

Excluded from Scope

- After hours Labour
- Travel and Expenses
- Technical Design
- Any VLAN configuration or trunking where an iSCSI solution has been purchased

Storwize V7000 / V5000 / V3700 SAN Installation – SAS / iSCSI / Fibre Channel

Pricing applies for up to 1x controller and 2x expansion shelves and 2x Fibre Channel Switches.

Scope

- Project Workshop
- Rack and Cabling
- Firmware upgraded
- Initial Configuration IP address, RAID configuration

Excluded from Scope

- After hours Labour
- Travel and Expenses
- Technical Design
- LUN creation and host connection

IBM x Series Server Installation

Westcon offers technical design services to compliment the IBM SAN implementation bundles.

Scope

- Unpacking of server onsite
- Rack or stack of server into customer rack
- Power cabling
- Power on test

Excluded from Scope

- OS installation / configuration
- After hours Labour

Lenovo Server & Storage Services

lenovo



Storwize V7000 / V5000 / V3700 SAN Implementation – SAS / iSCSI / Fibre Channel connect

Pricing applies for up to 1x controller, 2x expansion shelves and 2x Fibre Channel Switches (if Fibre connection is required).

Scope

- Project Workshop
- Rack and Cabling
- Firmware upgraded
- Initial Configuration IP address, RAID sets and LUN configuration
- Engineering testing
- Present LUN's / Volumes to up to 3x hosts
- Fabric Zoning (for Fibre attached storage)
- iSCSI configuration (for iSCSI connected storage)
- As Built Documentation

Excluded from Scope

- After hours Labour
- Travel and Expenses
- Technical Design
- Any VLAN configuration or trunking where an iSCSI solution has been purchased

Storwize V7000 / V5000 / V3700 SAN Installation – SAS / iSCSI / Fibre Channel

Pricing applies for up to 1x controller and 2x expansion shelves and 2x Fibre Channel Switches.

Scope

- Project Workshop
- Rack and Cabling
- Firmware upgraded
- Initial Configuration IP address, RAID configuration

Excluded from Scope

- After hours Labour
- Travel and Expenses
- Technical Design
- LUN creation and host connection

Lenovo x Series Server Installation

Westcon offers technical design services to compliment the Lenovo SAN implementation bundles.

Scope

- Unpacking of server onsite
- Rack or stack of server into customer rack
- Power cabling
- Power on test

Excluded from Scope

- OS installation / configuration
- After hours Labour

Overland Services



Overland Tape Library Installation

Limited to up to 1x tape library and up to 2x internal tape drives.

Scope

- Pre installation data gathering
- Rack and Cabling
- Firmware upgraded on library and tape drive(s)
- Initial Configuration IP address
- Host level detection of Library ensure

Excluded from Scope

- After hours Labour
- Travel and Expenses
- Technical Design
- Backup software configuration

Riverbed WAN Optimization Installation Services

riverbed

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Riverbed Steelhead Installation

1 x Riverbed Steelhead per SKU and can be used up to a quantity of 5 units on one order. Anything over 5 Appliances would become a custom scope.

Scope

- Pre Installation checklists and initial configuration
- RIOS upgraded if necessary
- Rack and Cabling
- Cut over and ensure WAN optimization commences

Excluded from Scope

- After hours Labour
- Travel and Expenses
- Technical Design
- RSP configuration

Riverbed Steelhead Installation with RSP

1 x Riverbed Steelhead per SKU and can be used up to a quantity of 10 units on one order. Anything over 10 Appliances would become a custom scope.

Scope

- Pre Installation checklists and initial configuration
- RIOS upgraded if necessary
- Rack and Cabling
- RSP Installation and 1 x VM creation
- Cut over and ensure WAN optimization commences

Excluded from Scope

- After hours Labour
- Travel and Expenses
- Technical Design



Storage – Technical Design Services

Westcon offers technical design services to compliment the IBM SAN implementation bundles.

Scope

A Technical consultant will engage in a workshop session with the customer to discuss the following details related to the implementation and will document the intended configuration that the implementation will be based upon:

- Workshop session – technology discussion
- Technical design documentation details the following areas;
 - Disk RAID configuration
 - LUN configuration
 - SAN, Fibre Channel Switch IP Management
 - Connectivity between Hosts and SAN, fibre channel zoning or iSCSI configuration
 - The supported Firmware levels of associated Host HBA

Site Survey



Westcon offers site survey services to compliment any of the services in this catalogue that have an onsite component.

This service will ensure site readiness requirements are confirmed prior to an installation or implementation service commencing, therefore avoiding any potential delays when an engineer attends the customer site.

Scope

- Confirms necessary site access and or site induction protocol
- Inspect available rack space required for the specific hardware
- Confirm if suitable power outlets are available
- Confirm if any further power, networking or Fibre cabling or ports will be required to achieve a successful installation / implementation
- Environmental conditions assessment and recommendations if required email summary provided to customer

Supply Chain Services



With Westcon as your trusted partner, you can offload system setup, testing and basic configurations for installations; instantly freeing up your staff to concentrate on more profitable work. Some of what is on offer from Supply Chain Services include:

REVERSE LOGISTICS

Our Reverse Logistics offerings can help you simplify and manage your customer's returns process to reduce overheads and improve processes.

LOGISTIC SERVICES

Westcon's Logistical Services ensure orders arrive when and where they are needed, handling local, regional and multi-national rollouts.

INTEGRATION SERVICES

Westcon's Integration team can ensure that your customer is satisfied and protected during system setup, testing and basic configurations for installations.

This includes:

- Tagging
- Component Assembly and testing
- Software & firmware updates
- Configuration Services

APC UPS Services



APC UPS NIC installation Staging Service

Pricing applies per individual unit, the service will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- Installation of the NIC into the UPS
- Package unit ready for shipping

Excluded from Scope

- System Configuration
- DOA check

APC UPS NIC Installation and Management IP Configuration Service

Pricing applies per individual unit, the service will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- Installation of the NIC into the UPS
- Management IP address configuration of the NIC
- Package unit ready for shipping

Excluded from Scope

- System Configuration

Check Point Firewall Services



Checkpoint Firewall DOA check and Software Update

Pricing applies per individual unit, the service will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- Ensure unit powers up
- Update system software to customer specified level
- Package unit ready for shipping

Excluded from Scope

- System configuration

Cisco UCS Rack Series Services



Cisco C-series Server Assembly

Pricing applies per individual server, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- All additional components installed into server chassis
- Package unit ready for shipping

Excluded from Scope

- DOA test
- Firmware update
- OS configuration

Cisco C-Series Server Assembly, Firmware update and DOA test

Pricing applies per individual server, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order

Scope

- Unpack and bench unit
- All additional components installed into server chassis
- DOA test
- Firmware upgraded
- Package unit ready for shipping

Excluded from Scope

- OS installation / configuration



IBM Server & Storage Services

IBM V7000 / V5000 / V3700 Storage Assembly

Pricing applies per individual controller or expansion tray, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- All additional components installed into chassis
- Package unit ready for shipping

Excluded from Scope

- DOA test
- Firmware update
- Storage configuration

IBM V7000 / V5000 / V3700 Storage Assembly and Firmware Update

Pricing applies per individual controller or expansion tray, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- All additional components installed into chassis
- DOA test
- Firmware upgraded
- Package unit ready for shipping

Excluded from Scope

- Storage configuration

Lenovo Server & Storage Services



Lenovo X-series Server Assembly

Pricing applies per individual server, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- All additional components installed into server chassis
- Package unit ready for shipping

Excluded from Scope

- DOA test
- Firmware update
- OS Installation / configuration

Lenovo X-Series Server Assembly, Firmware update and DOA test

Pricing applies per Pricing applies per individual server, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- All additional components installed into server chassis
- DOA test
- Firmware upgraded
- Package unit ready for shipping

Excluded from Scope

- OS Installation / configuration

Lenovo X-Series Server Assembly, Firmware update, DOA test and OS installation

Pricing applies per individual server, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- All additional components installed into server chassis
- DOA test
- Firmware upgraded
- Windows Server Standard or ESXi base OS installation
- Package unit ready for shipping

Excluded from Scope

- OS configuration



Lenovo V7000 / V5000 / V3700 Storage Assembly

Pricing applies per individual controller or expansion tray, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- All additional components installed into chassis
- Package unit ready for shipping

Excluded from Scope

- DOA test
- Firmware update
- Storage configuration

Lenovo V7000 / V5000 / V3700 Storage Assembly and Firmware Update

Pricing applies per individual controller or expansion tray, the assembly will take place at the Westcon Auckland staging facility at the time of the hardware order.

Scope

- Unpack and bench unit
- All additional components installed into chassis
- DOA test
- Firmware upgraded
- Package unit ready for shipping

Excluded from Scope

- Storage configuration

Riverbed WAN Optimization Service



Riverbed Steelhead Pre Configuration

Pricing applies per unit.

Scope

- Unpack and bench unit
- Pre configuration checklists and initial configuration (details supplied by customer)
- RIOS upgraded if necessary
- Package unit ready for shipping

Excluded from Scope

- Onsite installation

Juniper Router Provisioning Service

JUNIPER
NETWORKS



Assumes the customer will provide the necessary configuration file for Westcon to upload to the router.
Service includes:

Hardware assembly:

- Install any additional hardware modules
- Upgrade memory (max 1 - 2 compo)

Software:

- Install any additional hardware modules
- Upgrade/downgrade software

Configuration:

- Upload customer-supplied configuration to devices.