

Avocent provides a comprehensive range of deployment services for planning and installing your Avocent purchased equipment, and extended assistance to fine-tune your system configuration. Our deployment programs provide you with the expert knowledge and resources to reduce your installation and implementation time.

Benefits

- Leverage Avocent expertise
- Reduce setup time
- Eliminate setup and installation errors
- Minimize impact on resources

Programs

Onsite installation - Onsite installation of newly purchased Avocent equipment. Configuration of network parameters, local devices, software installation and configuration of administrative and server parameters tailored for optimum performance.

Remote configuration - Online delivery of configuration settings and pre-scheduled telephone support for installations. This service is intended for customers that have physically installed the Avocent products and need assistance in configuring the products to their environment.

Concurrent training - Onsite hands-on training is available to maximize the potential of your newly implemented Avocent solution.

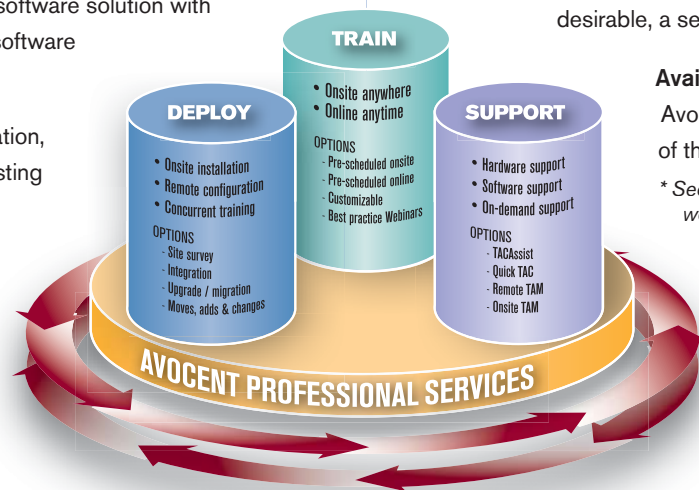
Site Survey - Avocent provides planning services that include asset and configuration documentation as well as suggestions for improving operating efficiency when appropriate.

Migration - Install or upgrade to the latest version of the DSView® 3 management software solution and/or product firmware.

Integration - Integrate the DSView 3 software solution with existing applications using Avocent's software development kit (SDK).

Moves, Adds & Changes - Re-Installation, de-installation and configuration of existing Avocent equipment.

Out-of-scope Services - Additional work outside the scope of the service agreed will be charged at the current Time & Material (T&M) rate. Avocent offers preferential T&M rates for Avocent contracted customers



Service Delivery

There are three phases in the successful delivery of deployment services:

Pre-Delivery - All orders require a Statement of Work (SOW), and a representative from Avocent will contact you to define and document the work required.

Delivery - An Avocent Technical Services representative will carry out the work per the agreed Statement of Work.

Post-Delivery - Avocent and the customer will review and assess the work completed and sign-off upon completion of work.

How to order

Contact Avocent sales.

Each purchase requires a Statement of Work (SOW) developed as a collaborative effort between Avocent and the customer, which describes the specific tasks, scope of work, and deliverables for each project.

Delivery Schedule - Each deployment program has an eight (8) week lead time. (Expedite options are available).

Delivery - Available during normal or extended working hours.* The service is performed onsite by product specialists as defined in the implementation schedule agreed upon with the customer.

Term - The service is terminated at the end of the scheduled assistance period.

Service exclusions - Any services not specifically described in the statement of work are excluded from this service. If, during the service provision period, complementary services are identified as desirable, a separate quotation will be provided.

Availability - Please contact your local Avocent representative to confirm availability of these services in your region.

* See local conditions for definition of normal working hours. (Extended working hours are chargeable and are defined in the statement of work agreed with the Customer).

For more information or pricing on any of these programs please contact your local Avocent representative or go to

www.avocent.com/services