

Entuity Software Quick Start Program

Harnessing Our Expertise for Your Success

The Entuity Software Quick Start Program equips IT organizations to get the most value from Entuity Software. The program is structured to help Entuity Software users navigate and understand the extensive functionality of Entuity Software through a one-month program led by Entuity Software experts. Our world-class technologists will jump start your implementation of Entuity Software and will customize the delivery to fit your unique needs ensuring a successful rollout. You will get guidance on how to tap into the full power of Entuity Software and discover how your company can achieve rapid results and a greater ROI from the Entuity Software Platform.

In just a few days you will be better prepared for everything from networking basics and creating custom dashboards: to configuration of devices and much more.

The Program

Getting Ready

Prior to beginning the Entuity Software Quick Start Program, customers must deploy the servers or virtual machines that Entuity Software will run on and ensure that the devices are configured for onboarding. Your Entuity Software expert will discuss the prerequisites with you during the Entuity Software Deployment Workshop.

Entuity Software Deployment Workshop

First things first. Your dedicated Entuity Software expert will guide you through system installation and configuration. Starting with an Entuity Software Design Workshop you will develop a system deployment strategy that meets your network requirements. For example, detailed information on system sizing including Operating System and Hardware considerations, Firewall and Access Control List considerations and Device Onboarding considerations is provided. Your Entuity Software expert will deliver practical demonstrations of the product features with plenty of opportunity to discuss your needs. This workshop lays the foundation for your Entuity Software deployment and captures your monitoring requirements in an Entuity Software Requirements Document

System Deployment and Knowledge Transfer — Understanding Entuity Software's Features

After your design strategy is outlined, you will benefit from hands-on knowledge transfer during the software deployment and configuration to assist in understanding Entuity's features and how they can effectively work for your environment. The knowledge transfer is devised to enhance your skills and expertise to fully utilize the product.

Here are examples of some of the areas that are covered:

- System installation, configuration, event management and administration.
- Inventory management and organization, advanced features such as application availability monitoring and event threshold settings, and reporting capabilities.
- Getting started with Entuity, including the UI, major components, charts, reports, dashboards, and search.

Your Entuity Software expert will be available for the first 30 days to help you fully implement Entuity Software. From installing the software to teaching you how to onboard devices, create views, manage events and more. Entuity Software Quick Start Programs are delivered over a maximum of 30 hours during the 30-day period defined in Duration below. After 30 days, Entuity Standard Support will continue to help you make the most out of your Entuity Software investment.

Entuity Software Quick Start Program Wrap Up

Throughout the period of the program, you will have direct access to your Entuity Software expert to discuss any topics identified during the system deployment. Prior to the conclusion of your Entuity Software Quick Start Program, you will receive information about ongoing Entuity Software support, services covered by Entuity Standard Support, as well as additional services that are available through Entuity Professional Services, Premium Support and Training.

Duration

The Activities and Deliverables described in the Quick Start Program will be valid from Start Date (the Services delivery start date) to End Date (the Services delivery end date). Delivery of the Services to start no later than eight (8) weeks after the effective date of the Customer Purchase Order.

Service	Start Date	End Date
Quick Start	Kick-off Meeting Date	30 days after Start Date

*Kick-off date start no later than eight (8) weeks after the effective date of the Customer Purchase Order.

*The program is delivered remotely via Teams or the customer's preferred screen sharing solution.

Additional Terms

Customer will make available to Company all necessary resources for Company to commence delivery of the Services as promptly as practicable but in no event later than eight (8) weeks after the effective date of the Purchase Order and thereafter during the term of the SOW.

Quick Start is Valid for a 30-day period from the Project Start Date and may include System design – (new system), System deployment (1 new server), Authentication (Internal or LDAP Integration), Out of the Box Threshold configuration and Out of the Box Event Management System configuration including standard EMS integrations, Out of the Box Dashboard configuration, Report scheduling, Health Check, Out of the Box Configuration Monitoring settings, Hands on Knowledge Transfer, System Administration (includes enabling features: SMTP, SSL, Licensing, View creation (Up to 5 custom views), ICMP Monitor, Zones, Topology, Flow, Data Export, User Permissions and Inventory), how to access Entuity support for issue resolution and to request device support. Items not listed above are out of scope and will require additional services to be purchased.

As Customer's sole and exclusive remedy for any claim of non-performance, Company will re-perform any non-conforming Services.