ADVANCED CLOUD SERVICES CONFIGURATION SERVICES

At Aviatrix, we understand that cloud networking can sometimes feel like a maze of possibilities and challenges. That's why our team of seasoned experts is here to demystify the process, streamline your operations, and help you achieve optimal performance and security in your cloud environment. Our range of Configuration Services are designed to enhance your cloud infrastructure and make cloud networking a breeze.

Aviatrix Advanced Cloud Services (ACS) offers a comprehensive suite of services, including Discover and Design, Build and Configure, Migration, and Technical Engagement Manager (TEM). Our team of experienced professionals is here to guide you through every step, ensuring a seamless and successful deployment.

DISCOVER & DESIGN

Our team of experts begins by understanding your primary objectives for implementing Aviatrix products, such as security, performance, or operational efficiency. We then assess your current cloud provider network and security infrastructure, including third-party network components and operational constraints.

Objective-driven: We prioritize aligning Aviatrix products with your specific goals, whether it's security, performance, or operational efficiency.

Assessment & Analysis: We thoroughly evaluate your existing network architecture, including third-party components, to ensure alignment with best practices and identify areas for improvement.

Performance Optimization: Our team analyzes network performance for latency and scalability, providing recommendations for design enhancements to meet your operational needs and maintain optimal configuration.

Future-Proof Design: We craft an architecture that aligns with your long-term strategic objectives, ensuring your cloud networking is prepared for future advancements and changes in the market.

Comprehensive Documentation: Expect detailed design documentation that captures the final constructs of your operational environment, enabling seamless deployment and ongoing management.

Engagement Length: 5 Days*
SKU: AV-ACS-CS-DD
*Note: Discover & Design hours must be used within 90 days from effective date of Software Order

BUILD & CONFIGURE

Our Build & Configure service is designed to deliver a comprehensive solution for your cloud infrastructure needs. It consists of the following key phases:

Pre-Build Phase: We kick off the process by implementing the management infrastructure. This involves launching the Aviatrix Controller and Copilot in your specified cloud provider, providing you with a centralized platform to manage your infrastructure.

Building and Configuring: Based on the design documentation, our experts will build and configure your cloud networking infrastructure using Aviatrix. This phase involves translating your vision into reality and may encompass various tasks, including:

- Deployment of Aviatrix Secure Multi-cloud transit-spoke architecture
- Securing your infrastructure by setting-up Aviatrix Distributing Cloud Firewall or Transit Firenet Solutions.
- Implementation of Egress solutions via Aviatrix gateways.
- Connectivity to on-prem via Aviatrix Edge or Site-2-Cloud tunnels.

Automation: As per your requirement, we utilize industry-leading Infrastructure as Code (IaC) tools such as Terraform, AWS CloudFormation, etc. to automate the deployment, minimizing manual effort and reducing the chance for error.

Engagement Length: 5 Days*
SKU: AV-ACS-CS-BC
*Note: Build and Configure hours must be used within 90 days from effective date of Software Order

MIGRATION

Our migration strategy and planning service considers various factors, including cloud provider, regional migration priorities, current application migration priorities and schedules, data center connectivity availability, and customer security priorities.

The migration process, whether manual or automated, is tailored to the scale and specific customer needs with the goal of minimizing service impact. Our objective is to ensure minimal disruption and a seamless integration with your current infrastructure. Aviatrix's team of Advanced Cloud Services experts undertakes customer migrations through the following structured steps:

Discovery & Prep: The discovery process identifies your CSP native constructs in-use and prepares the cloud native infrastructure for deployment of Aviatrix solution. This may include:
- Configuration of required IAM permissions.
- Subscription to required marketplace products.
- Provisioning of VPC/VNETs required for Aviatrix management plane.

Deployment and Testing: Following the discovery phase, Aviatrix Solutions are deployed within your development (DEV) or production (PROD) environments, running in parallel with your existing infrastructure. Rigorous testing is conducted, encompassing scalability, performance, high availability, and failover assessments. This meticulous pre-migration testing safeguards against disruptions to your services, guaranteeing a seamless transition to the newly deployed Aviatrix Infrastructure.

Cutover: During the cutover phase, traffic is transitioned to the newly deployed infrastructure and closely monitored

for any potential impacts. This process is carefully executed in distinct phases to guarantee a smooth transition and minimize any disruptions. A rapid rollback plan is incorporated to swiftly address and mitigate any disruptions if they occur.

Cleanup: Upon confirmation of a smooth cutover, our team will proceed with cleanup activities, which may involve the removal of legacy constructs such as old routing tables, peering connections, transit gateways, VPN gateways, and other redundant elements. This ensures your infrastructure remains optimized and clutter-free.

Training & Documentation: We strongly recommend that all our customers take advantage of the training opportunities available through our ACE programs. This empowers your team with the knowledge and skills needed for effective utilization of our services. Furthermore, our ACS experts will facilitate a comprehensive Day 2 Operations session for your team, ensuring a smooth transition and optimal utilization of our services.

Additionally, we will provide you with essential documentation, including design documents and diagrams, to assist in the ongoing management and troubleshooting of your Aviatrix infrastructure.

Engagement Length: 5 Days*
SKU: AV-ACS-CS-MIG
*Note: Migration hours must be used within 90 days from effective date of Software Order

TECHNICAL ENGAGEMENT MANAGER (TEM)

The Technical Engagement Manager (TEM) is a multifaceted role with overarching accountability for Aviatrix customers in terms of service delivery. The TEM is often engaged for custom Service Description scopes and complex projects that involve multiple SKUs. The core responsibilities of this role encompass:

Pre-Sales POV Engagement: Actively participating in pre-sales Proof of Value (POV) activities to ensure seamless continuity from the POV phase to Configuration Services engagement.

Resource Coordination: Collaborating with Aviatrix leadership to coordinate the assignment of Aviatrix resources, ensuring alignment with project requirements.

Project Planning and Coordination: Strategically planning and coordinating project tasks to drive efficient and effective project execution.

Project Tracking: Continuously monitoring and tracking project activities to ensure they remain on schedule and within scope.

Risk and Action Item Management: Proactively identifying, documenting, and managing risks and action items as necessary to mitigate potential challenges.

Project Status Communication: Providing transparent and effective communication of project status to both the customer team and the internal Aviatrix team, fostering collaboration and clarity.

Software Order Coordination: Managing and coordinating any new Software Orders to accommodate changes that may arise during the project's lifecycle.

The TEM plays a pivotal role in ensuring the seamless delivery of Aviatrix services and the satisfaction of our valued customers. Ensuring the successful completion of all projects, meeting defined objectives and delivering value to Aviatrix customers.

Engagement Length: 40 Hours
SKU: AV-ACS-CS-TEM