



QUICKSTART PACKAGES

Zenoss offers a broad range of comprehensive professional services to accelerate time to value and help organizations implement a more proactive and sustainable approach to unified monitoring.

Zenoss QuickStart Packages include an architectural review of your Zenoss deployment, setup and configuration for a sample set of managed resources, project management oversight, and hands-on knowledge transfer. Our project managers work with customers from day one to understand monitoring requirements, manage the product deployment from start to finish, provide project status updates, and keep the project on schedule. A Zenoss architect will work with you to review the needs of the current deployment along with planned growth and size and will specify the resource requirements for a successful deployment.

ZENOSS PROFESSIONAL SERVICES

The Zenoss Professional Services Team is comprised of highly experienced project managers, architects, developers and deployment consultants, and services range from popular QuickStart Packages to fully tailored consulting and implementation services. Every services engagement follows our established methodology, focused on customer success and reducing project risk.

QuickStart Packages

The Zenoss unified monitoring platform helps enterprise organizations deliver hybrid IT service assurance at scale by monitoring physical, virtual and cloud infrastructures within context to critical business services.

A successful implementation involves setup of all of the main modules within the platform. Although service engagements focused on all aspects of the platform are recommended, customers needing assistance with only one module have the option to select the package that best corresponds to their needs.



RESOURCE MANAGER

Zenoss will configure Resource Manager, including a sample set of administrators and groups, managed resources, events and alerts, and mappings/transforms. The knowledge-transfer process will include administrations for all servers required for the installation.



SERVICE IMPACT

Zenoss will configure Service Impact for a select service up to a specified number of dependencies and work with the customer to determine service policies and additional services that need to be monitored.



ANALYTICS

Zenoss will configure Analytics to work with Resource Manager, set up system parameters and data retention policies, verify desired behavior of extract, transfer, load (ETL) for your data set, and walk through the out-of-box reports. As a standard practice, the installation is allowed to run for one to two weeks prior to the report review to allow data to gather for the report samples. Service engagements and training for developing custom Analytics reports are available through an additional agreement.

Option 1: Zenoss Service Dynamics QuickStart Bundle

Zenoss will install, set up and configure each software module that is part of your Zenoss deployment. As part of every engagement, we provide product guidance and knowledge transfer on the use and administration of each module directly to the customer.

The deployment may be performed either on-site or remotely and is typically scheduled for a three-to-four-week duration. The initial product install can often be completed in as little as one to three days, allowing more time to onboard and configure the deployment.

Option 2: Zenoss-as-a-Service (ZaaS) QuickStart Bundle

Our cloud-hosted ZaaS option offers customers the same monitoring value as an on-premises deployment without the need to provision hardware to run the Zenoss platform or to manage software upgrades. The same best-practices methodology and deliverables are provided by the Zenoss Professional Services Team for the hosted option as for an on-premises deployment.