

Professional Services Packages For CloudBolt OneFuse Platform

Overview

CloudBolt Software helps your IT engineers and developers work better together by empowering them with visibility, control, and self-service in the era of clouds. With the world's most user-friendly infrastructure integration platform for enterprises, your organization will better provision and consume standardized IT resources across your hybrid cloud and multi-cloud environments.

To maximize the value of your CloudBolt investment, our Professional Services team is here to help you at every step. This document highlights the standard services that ensure smooth onboarding, optimized usage, and complete data security. We understand that no two organizations are the same and thus their service requirements would be different too. Therefore, CloudBolt has ensured flexibility in its services portfolio. You can work with your account executive or customer service manager to select any of these services, if relevant.

1. Onboarding - Up to 20 hours

Through this service, CloudBolt Professional Services will provide a total of 20 hours to help you install inside a single upstream provider environment. This package includes:

- Installation of the OneFuse configuration package inside a single upstream provider environment
- Base functional testing of the purchased OneFuse Modules inside the target upstream provider environment
- Enablement on module functionality and usage
- Review of OneFuse Configurations in environment prior to Transition to Support

2. Accelerator - MOST POPULAR Up to 60 Hours

Through this service, CloudBolt Professional Services will provide a total of 60 hours to help you install inside a single upstream provider environment. This is our most common package due to having a dedicated consultant and tailored blueprint design based on your use cases. This package includes:

- Dedicated Professional Services Consultant
- Tailored blueprint design based on Business Use Case(s)
- Access to technical SMEs for design consideration and endpoint troubleshooting
- Installation of the OneFuse configuration package inside a single upstream provider environment
- Base functional testing of the purchased OneFuse Modules inside the target upstream provider environment
- Enablement on module functionality and usage
- Review of OneFuse Configurations in environment prior to Transition to Support

3. Migration Package of SovLabs Legacy to OneFuse - Up to 30 Hours

Through this service, CloudBolt Professional Services will provide a total of 30 hours to help you install migrate from SovLabs vRA7 plug-in to OneFuse. This package includes:

- Installation of the OneFuse configuration package inside a single vRealize Automation environment
- Base functional testing of the purchased OneFuse Modules inside the target vRA environment
- Assist with the OneFuse migration configuration package for vRealize Orchestrator for simplified SovLabs Configuration and Property Toolkit group transfer to the OneFuse Platform
- Customer training on module functionality and usage
- Access to the OneFuse migration configuration package for vRealize Orchestrator for simplified SovLabs Configuration and Property Toolkit group transfer to the OneFuse Platform
- Review of OneFuse Configurations in environment prior to Transition to Support

4. Time & Materials Engagement

CloudBolt Professional Services will assist with estimating hours for your project depending on your real-time needs. These hours can be consumed as needed but will be scheduled based on our resource availability based on when you submit the request. This can be used for undefined or defined requirements.

- Defining the scope of work is optional for your added flexibility
- Up to 2 hours of scoping to define requirements & estimate the level of effort (LOE)
- Once signed, meetings & specified work must be scheduled with Professional Services
- Professional Service requests through support tickets are billable
- Package expires 1 year after purchase

5. Tailored Engagement

Under this engagement, CloudBolt Professional Services will schedule up to 8 hours to discuss requirements and design a customized scope of work (SOW). Requested meetings and documentation will consume hours and must be defined in the SOW. All work will be scheduled based on our resource availability at the time of receiving a signed purchase order.

- Defining a scope of work is required
- Best option for known requirements and will include allocated time for meetings and documentation
- Up to 8 hours of scoping to define requirements & estimate the level of effort (LOE)
- Scope of work will be provided based on design discussion
- Once signed, meetings & specified work must be scheduled with Professional Services
- Package expires 90 days after purchase if scheduling has not occurred

For more information on any of these services or talk to us, please visit www.cloudbolt.io. You can send us a note at sales@cloudbolt.io.



Join the conversation



CloudBolt Software is the enterprise cloud management leader. Our comprehensive solutions for IT automation, orchestration, self-service IT, cost optimization, and security help enterprises simplify complexity and achieve rapid time-to-value anywhere on their hybrid cloud, multicloud journey. Our award-winning cloud management platform and infrastructure integration services are deployed and loved by enterprises worldwide. Backed by Insight Partners, CloudBolt Software has been named one of the fastest-growing private companies on the Deloitte Fast 500 and Inc. 5000 lists. In addition, CloudBolt is 2020 CODiE award winner for best cloud management and featured in Gartner's Magic Quadrant for Cloud Management Platforms.

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