

Project Delivery Services – Annual 50 Hour – Standard and Premium

Benefits

With years of practical hands-on experience, the Mellanox Services team enables customers and partners to focus on their core business while we do the heavy lifting. Our expert Field Service Engineers are backed up by our three-tier Support team, subject matter experts, and direct access to Engineering for exceptional instances. By choosing Mellanox Services with Mellanox Education classes, customers and partners can expect to reduce time-to-production, ensure their staff is fully knowledgeable with Mellanox solutions, and increase overall ROI.

Description

The Annual 50 Hour Services package is designed to accelerate the deployment, configuration, and understanding of Mellanox InfiniBand fabrics and Mellanox Ethernet networks. Included in this package is access to the Mellanox Academy with one seat at the Live Virtual Training and two or three annual Gold memberships to the Mellanox Online Academy.

Services

Mellanox Annual 50 Hour Services package includes Project Management delivered over the lifecycle of the engagement. Each package consists of the following services: (i) Logical installation, upgrade, and configuration of Mellanox software and hardware products; (ii) Network health check; (iii) Best practice performance tuning; (iv) Knowledge transfer.

Project Management

Mellanox will assign a dedicated Project Delivery Manager (PDM) to be a point-of-contact pre- and post-delivery. The PDM will provide a SOW detailing the scope of work to be completed by Mellanox. The PDM will coordinate with end users, OEMs, resellers, and other vendors and will arrange the deployment of Mellanox on-site staff.

Physical Installation of Mellanox Products

An experienced Mellanox Field Service Engineer (FSE) will be deployed to the installation site; the FSE will physically install:

- Mellanox Director Switch Systems (Core / Chassis)
- Mellanox Edge Switch Systems (Leaf / Top-of-Rack (ToR))
- Mellanox Gateway Switch Systems
- Mellanox Management Systems

Logical Installation, Upgrade, and Configuration of Mellanox Software and Hardware Products

An experienced Mellanox Field Service Engineer (FSE) will remotely perform Logical installation, and/or upgrade, and/or configuration of:

- Mellanox Managed Switch and Gateway Systems
- Mellanox Adapters
- Mellanox Drivers
- Mellanox Management Software

Network Health Check

The FSE will ensure the readiness of the Mellanox InfiniBand fabric and/or Mellanox Ethernet network:

- The Mellanox network will be reviewed to ensure that it is free of faults and errors
- All Mellanox hardware will be reviewed to ensure that it is free of faults and errors
- All Mellanox software will be reviewed to ensure that it is free of faults and errors
- When applicable, the cable topology will be validated



Best Practice Performance Tuning

- Where applicable, best practice performance tuning is available
- Where applicable, best practice performance testing is available
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Mellanox Academy

The Mellanox Academy represents the culmination of years of InfiniBand and Ethernet knowledge. Our experienced trainers have invested their time to come up with the perfect learning platform. When purchasing an Annual 50 Hour Services package, you receive access to (i) one seat at the Live Virtual Instructor-Led Training and (ii) two (GPS-50H-STRD) or three (GPS-50H-PRIM) Gold level annual memberships to the Mellanox Online Academy.

Live Virtual Instructor-Led Training

The following is a high-level description. For complete details, please visit: [Academy - Live Instructor-Led Training](#)

- InfiniBand Introduction
- Fabric Management
- InfiniBand Architecture
- Mellanox Products Overview
- InfiniBand Multicasting
- InfiniBand Drivers
- Mellanox Unified Fabric Manager (UFM) Overview
- Mellanox Care
- Best Practices

Online Academy - Annual Gold Membership

The following is a high-level description. For complete details, please visit: [Academy - Online Academy](#)

- InfiniBand Fundamental Online Training & Certification package
- Ethernet Certification
- Introducing Mellanox’s Unified Fabric Manager (UFM)
- Working with Mellanox Switch Systems

Package Offering and Duration

The Annual 50 Hour Services packages are both limited to 50 hours of work. The Standard package is delivered remotely; the Premium package includes a single visit on-site with any hour not consumed on-site delivered remotely.

Standard and Premium

Ordering Part Number	Description	Quantity
GPS-50H-STRD	Annual 50-hour Service package, implemented remotely. Includes 1 virtual instructor-led InfiniBand training seat and 2 Gold level annual memberships to the Mellanox Online Academy	Choose for Remote Training
GPS-50H-PRIM	Annual 50-hour Services package, implemented on-site (single visit) and/or remotely. Hours not used on-site can be used remotely. Includes 1 virtual instructor-led InfiniBand training seat and 3 Gold level annual memberships to the Mellanox Online Academy	Choose if On-site Training Required