Mellanox Value Added Services & Support
Mellanox Services Mission

Support our customers and partners unlock the potential of Mellanox products
Mellanox Value Added Services & Support

Value Added Services & Support provides you with unparalleled knowledge and guidance, empowering you to get the best results from Mellanox products.

In a world of complex technological solutions, system integrators, and distributors, the challenge lies in maximizing your ROI from the solutions you acquire. Many of our products act as cornerstones integrated into larger solutions, and this is where our services and support can make all the difference to your business.

We aim to help you envision and fulfill the rich possibilities of Mellanox products with the most in-depth expertise and knowledge base available, directly from the experts at Mellanox.

No matter where you are on your Mellanox journey, we will help you use our products efficiently, support you with a faster go-to-market strategy, and help you reduce your TCO.

With You Every Step of the Way

Wherever you may be in your process with Mellanox, we will empower you to realize the full potential of our products. Swiftly move from one stage to the next with our team of highly skilled professionals, as we provide you with complete transparency throughout and full disclosure of vital information that will allow you to reach the best decisions for your business.

Regardless of who your system integrator might be, Mellanox Value Added Services & Support will ensure all aspects of the process are dealt with quickly and cost effectively.

Services include:

- Technical implementation and project delivery engagement
- Proactive maintenance and system health checks
- Managed services (on-site or remote)
- Mellanox Care Monitoring system and NOC
- Education, certification and training services
- Additional value add services in road map

Giving You the Edge

As one of the world’s leading suppliers of InfiniBand and Ethernet Interconnect solutions, Mellanox delivers products that are often integrated into broader technology solutions. The exclusive knowledge and expertise we provide regarding our products of InfiniBand and Ethernet technologies, making Mellanox Value Added Services & Support a powerful resource and your first “port of call” for these solutions.

We aim to give you the clear advantages of:

- Faster time to go-live
- Better visibility into your Datacenter
- Lower maintenance costs
- More opportunities for growth
- Maximum return on your entire data center investment
What is the Bottom Line for the Customer?

Clients routinely rely on a Mellanox Product Engagement Delivery Manager to support their internal project managers with everything from large-scale implementations to customizations and smaller upgrades and expansions.

The Project Engagement Delivery Managers are especially valuable to your operations – and your bottom line – in situations that demand special expertise and resources, such as:

- Complex or multi-site implementations
- Solutions requiring integration with multiple systems
- Extensive customizations
- Critical timelines
- Lack of resources or staff time to manage the implementation internally
- The need to identify and manage risks that are unique to your project

Technical Implementation, Installation, and Project Delivery Engagement

Using intricate technologies requires expertise during risk assessment, implementation, and project installation to ensure that your solution performs to the highest standards. We are with you planning from the minute you say “go” until the project is ready for handover for ongoing maintenance by either your system integrator or our support team.

Our Project Engagement Delivery Manager takes full responsibility for all Mellanox-related activities using proven management tools and methodologies that we have created, including SOW, Gantt charts, and PMI methodologies. We help you navigate the vital project stages with confidence and ease by providing expert support and performing a full on-site installation or a remote bring up.

Why Work with the Dedicated Mellanox Project Engagement Delivery Manager?

A dedicated Mellanox Project Engagement Delivery Manager will allow you to:

- Define and document all requirements concerning your Mellanox solutions in a statement of work and project plan
- Manage Mellanox resources and activities required for your implementation
- Control the scope of the project
- Identify any potential risks and move to mitigate them
- Receive regular project reports on Mellanox-related elements
- Complete the project on schedule and within budget to the required quality level
- Manage the installation and configuration of your solution
- Coordinate the training needs of your end users
- Hand over a fully functioning solution to your staff and support organization

Proactive Maintenance & System Health Check

When it comes to fundamental technologies like InfiniBand and Ethernet, the best way to avoid unnecessary costs is by taking preventative measures. By averting faults and issues in the core technology, your solution will work at full capacity and efficiency, thwarting any potential threats for downtime.

Our expert team will inspect your system thoroughly, using diagnostic tools and methodologies, and will give you a detailed health check report of what needs to be investigated or fixed. This can be handled quarterly, or twice a year, as your requirements.

Our proactive maintenance and system health check include:

- System inspection
- Reporting
- Fabric maintenance
- Switch maintenance
Managed Services, On-site or Remote

Ongoing management of the solutions you acquire will not only ensure your business needs are met but will also significantly increase your ROI and save you time and money in the long run. Whether you are weighed down by a lack of resources, a lack of knowledge, or your changing business needs, ongoing management can allow you to focus on your core business while we do the heavy lifting to guarantee your system is always performing at its best.

Mellanox Managed Services will provide you with a single point of contact for any issue regarding Mellanox products. This can be done on-site or remotely with a full-time or part-time dedicated maintenance coverage as per your requirements.

Our Managed Services offering provides:

■ Dedicated technical account manager
■ Dedicated high-level service manager (optional)
■ Dedicated help desk team (optional)
■ Quick escalation to tier 2 and tier 3 support
■ Case summaries
■ Management of software update installations
■ Real-time health monitoring and diagnostics
■ Proactive maintenance
■ Activity overviews and reports
■ Capacity planning consulting
■ Customized upgrade processes
■ Multi-site management (by request)
■ Additional customized services, development services, and more

“Mellanox Care” Monitoring System & NOC

After successful deployment of the Mellanox solution, it is essential to analyze its performance regularly to ensure its alignment with your business objectives and the latest Mellanox technology. Monitoring and NOC services can give you the peace of mind that your solution is constantly being examined for any potential faults that could be developing, even before they happen.

Mellanox experts deliver proactive maintenance services using the latest, most accurate diagnostic and monitoring tools and share efficient processes and best practices which address your business requirements.

You will be provided with scalable and cost effective remote NOC, network management, and monitoring services. A dedicated engineer will constantly oversee the production environment on a virtualized PC infrastructure in your time zone, as if located in your office.

Regular monitoring changes the game from passively waiting for events to occur to identifying and addressing issues before they become problems to ensure that critical applications are always available. This will increase ROI and reduce system maintenance costs.

You will be supported by:

■ A dedicated service engineer
■ Tier 1, 2, and 3 support
■ Ongoing fault and problem management
■ Trouble reporting and management
■ Fault analysis and reporting
■ Performance monitoring – alarms and real-time alerts
Education, Certification & Training

Achieve a comprehensive and thorough solution adoption precisely tailored to your needs and business requirements with Mellanox Education, Training and Certification Services.

The most efficient way for any business to ensure maximum ROI from elaborate technological solutions is through education, training and certification. Education and training services empower customers and partners to acquire the necessary skills to proficiently meet the technology and business challenges of your organization.

Our customers and partners will receive high quality methodologies and hands-on oriented training, using proven instructional techniques in a friendly and cooperative environment. You will gain in-depth understanding in both the theoretical and technical aspects of Mellanox products and related technologies.

Mellanox education, training and certification services include:

- Global end user and partner training
- Training at all levels: engineers, technicians, sales representatives, and decision-makers
- Worldwide Instructor led training (on-site and open enrollment)
- 24*7 Online training & interactive e-learning
- 100% flexibility- location, content and delivery method
- Hands-on workshops
- Top-level remote and local labs to support learners during training and beyond
- Variety of certification plans for individuals, customers and partners
- Variety of payment methods- PO, credit card and others

Mellanox education, training and certification services benefits:

- Official courseware and lab
- Certified instructors
- Complete compatibility with Mellanox certification plans
- Updated content
- Global services
- Blended learning solutions
For any additional information please contact us at: Service-sales@mellanox.com