CliQr

CliQr Support and
Services Overview

Table of Contents

1   Executive Summary

CliQr CloudCenter is an application-centric cloud management platform that automates application deployment and management across to more than 19 datacenter, private and public cloud environments.

With CloudCenter's breakthrough application-centric technology, Enterprise IT organizations can deploy simple or complex use cases such as migrate and manage applications, automate DevOps and continuous delivery, utilize dynamic capacity augmentation, or use it as an IT as a Service platform.

This document describes CliQr's support and services offerings that help customers get started with one application in one cloud, or scale to the level of a large cloud service provider supporting multi-cloud, multi-tenant offerings.

2   Overview

CliQr CloudCenter is an application-centric management platform that securely provisions infrastructure resources and deploys application components and data across more than 19 datacenter, private cloud, and public cloud environments.

CloudCenter optimizes work for users who can quickly and easily model, deploy, and manage applications on any environment, and gives administrators visibility and governance control across boundaries of applications, clouds, and users.

CloudCenter provides a single-platform solution with unique application-centric technology that abstracts the application from the underlying cloud environment, and ensures the infrastructure adapts to meet the deployment and management needs of each application.

With CloudCenter, Enterprise IT organizations can migrate and manage applications starting with a single application on a single cloud, or many applications on multiple clouds. Or, can automate DevOps and continuous delivery, utilize dynamic capacity augmentation, or use it as an IT as a Service platform.

CloudCenter is available in two deployment models:

- CliQr-Hosted Deployments (SaaS) - CliQr hosts CloudCenter-as-a-Service as a multi-tenant deployment.
- Customer-Hosted Deployments - Customer hosts their own dedicated CloudCenter deployment in a customer-determined location.

This document describes CliQr's Support offerings for these two deployment models, as well as CliQr professional services and education services that maximize customer return on investment while mitigating risk.

3   Support Offerings

CliQr offers Global Support Services in addition to CliQr Consulting Services and CliQr Education Services in order to accelerate customer return on investment while mitigating risk.

To meet the needs of organizations – large and small, global and regional - CliQr offers the support options below:

3.1   For CliQr Hosted Deployments (SaaS)

For this model, CliQr hosts both the CloudCenter Manager and the CloudCenter Orchestrators in a multi-tenant architecture for use by multiple customers. Customers can optionally deploy additional CloudCenter Orchestrators in on-premises virtualized datacenter, private cloud, or hosted private cloud environments.

- Basic Support – 12x5 (24x7 for Platform related severity 1 issues)

3.2   For Customer Hosted Deployments

For this model, Customers install CloudCenter Manager at a customer determined location (datacenter or cloud), and also install CloudCenter Orchestrators in each target cloud environment.

- Basic Support – 12x5
- Premium Support – 24x7 for Severity 1 issue

Features	Basic	Premium [3]
Hours of Operations	12 Hours/Day (M - F) 8AM - 8PM (PST/PDT) 8AM - 8PM (EST/EDT) 9AM - 9PM IST	24x7 for Priority 1
Product Upgrades and Updates [1]	Yes	Yes
Email and Web Support	Yes	Yes
Root Cause Analysis	No	Yes
Access to Forums and KB	Yes	Yes
Max Number of Technical Contacts [2]	Four (4)	Eight (8)
Number of Case/Month	Ten (10)	Unlimited
Response Times Urgent (Severity 1) High (Severity 2) Normal (Severity 3) Low (Severity 4)	 1 business hour 4 business hours 8 business hours 12 business hours	 1 calendar hour 24x7 4 business hours 8 business hours 12 business hours

[1] Assisted product updates and upgrades are available for fees

[2] Additional technical contacts are available for purchase

[3] Premium support is an additional 30%

4   Service Offerings

CliQr Services provide the skills, experience, and training to realize the full value of a CliQr investment. Our expert consultants collaborate closely with customer teams to enable IT outcomes that ensure project success, empower employees, preserve customer trust, and streamline time-to-value.

4.1   Professional Services

The CliQr offers three categories of professional service offerings. Each is architected to help CliQr customers realize IT outcomes that drive tangible business value both during the engagement and over time.

- **CliQr Deployment Services** – installation and configuration of the core CliQr components within the customer's environment. This includes working with the customer to best understand how they would like to deploy the core CliQr components (architecting the solution to fit their needs), and work with the customer teams to install and configure the core CliQr components.

- **CliQr Operational Services** – architect and design custom applications and services that work in CliQr for the customer's ecosystems. This includes 3rd party integrations with CliQr, modeling and creating application pofiles and custom application services to support unique requirements.

- **CliQr Technical Account Manager Services (TAMs)** – CliQr Technical Account Manager lead and direct complex projects, manage large teams, and report to all levels of the client. TAMs act as customer advocates to CliQr, facilitating relationships with product teams, R&D and engineering. They get to know customer environments intimately and provide real-time guidance to avoid common pitfalls and manage complexity. TAMs are a single point of contact for all CliQr questions. Their expertise on building staff skills to providing insight on the changing IT landscape, help businesses get the most from their CliQr investment.

4.2   Education Services

CliQr Education Services equips customers with the skills and knowledge they need to manage the successful use of CliQr CloudCenter. CliQr training is delivered across a variety of formats and covers the lifespan of CliQr products, allowing customers to speed technology adoption and accelerate time-to-value.

- **Overview of CliQr:** This introductory session covers high level end-to-end capabilities for both users and administrators, as well as basic architecture.

- **Administration 101:** This training is designed for administrators (both Platform administrators and Tenant administrators). The training covers CliQr governance features

such as creating sub-tenants, user management and setting up role-based access control, infrastructure management (clouds, storage, images), setting up chargeback plans, configuring cloud pricing, billing, etc.

- **User Model Deploy and Manage:** This training covers how CloudCenter users can on-board applications using different approaches such as:

    - Application containers and middleware based application profiles

    - Image based application profiles

    - Automating application migration

- **Lifecycle Management and Governance:** This training is designed for administrators to understand how CliQr incorporates the SDLC life cycle management within its framework. The Governance part talks about Usage and Cost management, Cloud Management, Financial controls and Placement Policies.

- **Design, Install and Manage (post implementation):** This is a more detailed technical training on how CloudCenter is installed and set up. We will go through end-to-end CloudCenter Infrastructure Installation, Configuration and Best Practices

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