

Professional Services Engagement Tier

Service	Express	Core	Advanced
Engagement window	5x8	24x7	24x7
Deployment pre-assessment	✓	✓	✓
Initial configuration and setup	✓	✓	✓
Workload configurations	1	5	10
LoadMaster™ deployments	2	4	8
Introduction to Kemp	✓	✓	✓
Knowledge transfer	✓	✓	✓
Tier 3 support during UAT	✗	✓	✓
Tier 3 support during cutover	✗	✓	✓
GEO configuration	✗	✓	✓
Kemp 360 Central™ configuration	✗	✓	✓
Workload validation	✗	✓	✓
Migration from existing load balancer deployments	✗	✗	✓
Documentation of deployment	✗	✗	✓
SSL/TLS security assessment	✗	✗	✓
Hybrid deployment support	✗	✗	✓
SDN load balancing	✗	✗	✓