# RESIDENT ENGINEER

## ENABLING SUCCESS WITH PROFESSIONAL SERVICES

A10 Networks Professional Services offers Resident Engineer services that allow you to maximize your investment in A10 solutions. Professional Services Resident Engineers deliver a powerful combination of engineering, support, customer service and business consulting to complement your network team. Resident Engineers report to your location and work as a member of your network team, instantly optimizing your capacity and competency.

### OFFERINGS

**RESIDENT ENGINEER**

**ACCOUNT ENGINEER**

## OPTIMIZE YOUR TEAM, MAXIMIZE YOUR SOLUTIONS

A10 Resident Engineers bring the highest level of engineering skills and know-how to your network IT organization. They become an extension of your team and have access to the full range of A10 Networks system tools, processes and resources to focus on all technical aspects of your A10 Networks infrastructure.

Your Resident Engineer is dedicated to helping you avoid common network pitfalls, proactively fix problems, and promptly summon additional A10 Networks technical and engineering resources to overcome any unexpected challenges.

## TALK
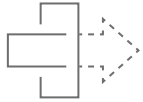### WITH A10

**WEB**
a10networks.com/support/
professional-services
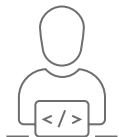
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# FEATURES AND BENEFITS

## OVERVIEW OF SERVICES

An A10 Networks Resident Engineer works at your team's direction, focusing on A10 solutions. The service is designed to allow Resident Engineers to focus on areas of urgency. When there is not an urgent need, your Resident Engineer will:

- Bring A10 Networks and industry technical networking expertise to your work site.
- Become a valued member of your engineering team to identify and implement solutions that eliminate problems and improve the end user experience.
- Provide network troubleshooting and operational support to maximize network uptime, reduce network operating costs, and accelerate revenue-generating activities.
- Team with your network operations group to develop standardized network and equipment operating procedures.
- Deliver and optimize the network value and features you need to excel in a constantly changing business environment.
- Support verification tests on network design, configuration, interoperability, operating features, and functionality to ensure a quick and successful deployment.
- Conduct informal product and technical workshops to accelerate the readiness of your engineering team.

## RESIDENT AND ACCOUNT ENGINEER SERVICES

### RESIDENT ENGINEER

If you have limited staff to address your networking needs, a Resident Engineer may be the answer. As experts in A10 technologies and solutions, our engineers can provide you with highly efficient troubleshooting and optimization services to ensure you get the responsiveness you need to address daily operations and business requirements.

### ACCOUNT ENGINEER

Get greater flexibility with a dedicated Professional Services Engineer. The Mixed Account Engineer provides 900 hours of remote support combined with 450 hours of onsite work. You can work with your assigned engineer on projects via internet screen sharing and phone calls, then organize onsite visits as required. This package provides support for troubleshooting and projects on an as-needed basis. The package's hours must be consumed within one year from the start.

# PROFESSIONAL SERVICES ENGINEERING OFFERINGS

Account Engineers and Resident Engineers are embedded into your teams and work alongside you on strategic projects and daily operations.

| PACKAGE | ACCOUNT ENGINEER | | RESIDENT ENGINEER | |
|---|---|---|---|---|
| Work Location | Mixed | All Remote | Onsite | Onsite |
| Hours | 900 Remote + 450 Onsite | 900 Remote | 450 | 1,850 |

**Notes:** Travel and expenses are charged as incurred. Resident Engineer hours must begin within three months of package purchase. Package must be completed within one year of purchase. All hours must be used continuously, with no breaks in activity after starting.

## ABOUT A10 NETWORKS

A10 Networks (NYSE: ATEN) provides Reliable Security Always™ through a range of high-performance solutions that enable intelligent automation with deep machine learning to ensure business critical applications are protected, reliable and always available. Founded in 2004, A10 Networks is based in San Jose, Calif., and serves customers globally with offices worldwide.

For more information, visit: a10networks.com or tweet @a10Networks

## LEARN MORE
ABOUT A10 NETWORKS

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