

# Professional Services Packages For CloudBolt Cloud Management Platform

## Overview

CloudBolt Software helps your IT engineers and developers work better together by empowering them with visibility, control, and self-service in the era of clouds. With the world's most user-friendly cloud management platform for enterprises, your organization will better provision, orchestrate, and consume IT resources across your hybrid cloud and multi-cloud environments.

To maximize the value of your CloudBolt investment, our Professional Services team is here to help you at every step. This document highlights the standard services ensuring smooth onboarding, optimized usage, and complete data security. We understand that no two organizations are the same and thus their service requirements would also differ. Therefore, CloudBolt has ensured flexibility in its services portfolio. You can work with your account executive or customer service manager to select any of these services.

### 1. Onboarding

Through this service, CloudBolt Professional Services will provide a total of 16 hours to help you install a standalone appliance. This is our default onboarding package for customers. This package includes authentication configuration with your centralized directory and basic VM provisioning. We'll help set up your environment to use CloudBolt and meet your internal needs for hybrid cloud.

- Installation of standalone CloudBolt appliance
- Standard settings (e.g., Hostname, Email, Proxy)
- Authentication (Local, LDAP, SSO)
- Configure role-based access control (RBAC)
- Configure up to 3 resource handlers (e.g. vCenter, AWS, etc)
- Configure up to 2 environments for each resource handler
- Configure up to 10 groups
- Configure resource rates
- Basic server provisioning
- Documentation associated with the setup defined in this package
- Package expires 90 days after purchase if scheduling has not occurred

### 2. Onboarding with High Availability

For customers needing help with high availability, CloudBolt Professional Services will provide a total of 32 hours to install CloudBolt with high availability (HA). This service is used to ensure your HA standards are met for the CloudBolt platform. Authentication and standard configurations will be configured for basic provisioning capabilities. We will work with you and make use of existing resources such as load balancers and NAS you might have. Alternatively, you can choose one of our supported public cloud HA solutions.

- Installation of CloudBolt with High Availability
  - Customer provided infrastructure (Compute, Load Balancer, NAS)
  - AWS (RDS or Aurora and Elastic Load Balancer)
- Configure up to 2 front-end web servers
- Configure up to 2 job engine servers
- Configure database service with supported HA design
- Standard settings (e.g.: Hostname, Email, Proxy)
- Authentication (Local, LDAP, SSO)
- Configure RBAC
- Configure up to 3 resource handlers
- Configure up to 2 environments for each resource handler
- Configure up to 10 groups
- Documentation associated with the setup defined in this package
- Package expires 90 days after purchase if scheduling has not occurred

### 3. Best Practices

CloudBolt Professional Services will provide a total of 40 hours to deliver advanced use cases while leveraging our best practices. We will help you design blueprints to deploy your complex applications. Using this service, you can extend integrations or add new features with resource types and UI Extensions. Choose from the following items or discuss your requirements with a Professional Services Consultant.

- Blueprint
- Resource Types
- IPAM
- ITSM
- Configuration Management
- Content Library Item
- REST API Integration
- Resource Handler
- Provisioning Engine
- UI Extension
- Network Virtualization
- Load Balancer
- Actions
- Generated Options / Dependent Fields
- Continuous Infrastructure Testing
- Documentation
- Package expires 90 days after purchase if scheduling has not occurred

### 4. Time & Materials Engagement

CloudBolt Professional Services will assist with estimating hours for your project depending on your real-time needs. These hours can be consumed as needed but will be scheduled based on our resource availability from when you submit your request. With approval from CloudBolt Professional Services, these hours may also be consumed for any new feature request and can be used for undefined or defined requirements.

- Defining the scope of work is optional for your added flexibility
- Up to 2 hours of scoping to define requirements & estimate the level of effort (LOE)
- Once signed, meetings & specified work must be scheduled with Professional Services
- Professional Service requests through support tickets are billable
- Package expires 1 year after purchase

### 5. Tailored Engagement

Under this engagement, CloudBolt Professional Services will schedule up to 8 hours to discuss requirements and design a tailored scope of work (SOW). Requested meetings and documentation will consume hours and must be defined in the SOW. All work will be scheduled based on our resource availability at the time of receiving a signed purchase order.

- Defining a scope of work is required
- Best option for known requirements and will include allocated time for meetings and documentation.
- Up to 8 hours of scoping to define requirements & estimate the level of effort (LOE)
- Scope of work will be provided based on design discussion
- Once signed, meetings & specified work must be scheduled with Professional Services
- Package expires 90 days after purchase if scheduling has not occurred

### 6. Training: Admin

This instructor-led training is useful to understand basic administration of the CloudBolt platform. 40 consecutive hours will be scheduled for a maximum of 10 attendees. These will be virtual training hours at the end of which you will be able to install and configure CloudBolt for basic to intermediate provisioning capabilities.

- 40 consecutive scheduled hours
- 10 attendees maximum
- Basic Python introduction
- Deployment options for CloudBolt appliance
- Platform architecture
- Django / Apache / MySQL
- High Availability
- Deep dive into ORM
- Authentication
- Resource Handlers / Groups / Environments
- Advanced Blueprint Design
- Parameters / Preconfigurations
- OSBuilds / Images / Templates
- Rates
- Power Scheduling
- Rules / Recurring Jobs
- All Actions
- Troubleshooting
- Introduction to REST API
- Package expires 90 days after purchase if scheduling has not occurred

## 7. Staff Augmentation

CloudBolt Professional Services can provide a dedicated engineering resource to assist with your CloudBolt Platform-related project objectives. Improve productivity and reliability by providing additional value over and above the standard service offerings. This will be a fixed rate determined by the option selected and term length. Hours will be billed based on the predefined schedule.

- Purpose-built based on customer needs

Designated solutions expert with development skillset

- Development of new features or bug fixes
- CMP Configuration / Management / Customization

Options

- 25% Staff Augmentation
- 50% Staff Augmentation
- 100% Staff Augmentation
- 6- or 12-month contract

For more information on any of these services or talk to us, please visit [www.cloudbolt.io](http://www.cloudbolt.io). You can send us a note at [sales@cloudbolt.io](mailto:sales@cloudbolt.io).



CloudBolt Software is the enterprise cloud management leader. Our comprehensive solutions for IT automation, orchestration, self-service IT, cost optimization, and security help enterprises simplify complexity and achieve rapid time-to-value anywhere on their hybrid cloud, multicloud journey. Our award-winning cloud management platform and infrastructure integration services are deployed and loved by enterprises worldwide. Backed by Insight Partners, CloudBolt Software has been named one of the fastest-growing private companies on the Deloitte Fast 500 and Inc. 5000 lists. In addition, CloudBolt is 2020 CODiE award winner for best cloud management and featured in Gartner's Magic Quadrant for Cloud Management Platforms.