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Professional Services

Your VDI deployment is critical to the successful operation of your mission or business. When choosing ClearCube Professional Services, you select talented, knowledgeable VDI experts that deploy high quality products and deliver responsive pre- and post- installation support.

ClearCube Professional Services expertise starts with virtualization and centralization technology alliance relationships that matter. Working closely with VMware, Teradici, Microsoft, and other strategic suppliers, ClearCube systems engineers are vigilant, constantly monitoring and implementing the latest releases, feature enhancements, and bug fixes in order to ensure compatibility with your existing IT infrastructure. This vigilance streamlines project work, saves implementation time, and saves you money.

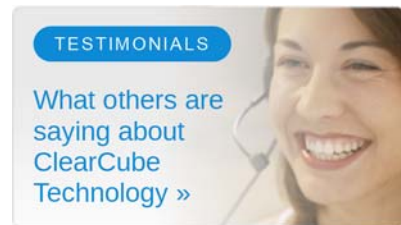
ClearCube Technology applies the same virtualization and centralization focus to the products we produce, allowing ClearCube Professional Services to help our Partners deploy the most current, feature-rich configurations.

Professional Services is organized in three areas:

- Launch begins with assessments and planning and ends with installation services.
- Command provides on-going monitoring, operational support and management.
- Support is delivered by phone through various levels of escalation based on the nature of the question or issue. ClearCube also offers extended warranty and maintenance services for up to five years.



ClearCube's acquisition of Network Elites in 2011 bolstered the professional services offerings to include 24/7/365 managed services for a wide variety of IT environments. In addition, ClearCube Cloud Services was formed to expand offerings in Cloud Computing and Desktop as a Service (DaaS).



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SOLUTIONS:

Centralized Desktop Infrastructure

Virtualized Desktop Infrastructure

Centralized & Virtualized Desktop Infrastructure

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Launch

The objective of ClearCube Launch is to assess installation requirements, perform protocol compatibility and performance optimization (PCoIP), rack & stack data center equipment, and install desktop virtualization products by ClearCube technicians (with Secret Clearance, if necessary).

For CDI projects, ClearCube Launch ensures that Blade PC operating systems are configured with the latest drivers, imaged for network compatibility, and performance optimized.

For VDI projects, ClearCube Launch augments our Partners' VMware server and storage installation services with VMware-ready Zero Client set up and testing services, and CVDI connection brokering configuration to Blade PCs that meet high performance metrics.

For networking projects, ClearCube Launch may involve installing third-party servers, storage, routers and workstation products.

ClearCube Launch takes place on-site/ on premises and has a starting and ending point with the goal of achieving your satisfaction sign-off so that a fully tested and configured environment can be handed off to another Partner, party, or internal support staff for on-going support and maintenance.

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Command

The objective of ClearCube Command is to provide Enterprise-level on-going operational support. ClearCube Command services may also be contracted by customers needing support services for existing environments and infrastructures.

ClearCube Command services are delivered by remote management of hardware and software assets, with administrator permission, through your firewalls. Proactive remote monitoring, network troubleshooting, and prompt phone support include but a small range of options available to you. ClearCube Command offers Service Level Agreements (SLAs) tailored to your needs, including 24x7 help desk functions to ensure that your workers remain productive. On-site, on-going, project management and support are available options.

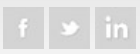
ClearCube Command often includes support services for authorized third party products such as servers, storage and software that complement your centralization, virtualization, and/or networking initiatives

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Support

ClearCube Technical Services staff is just a phone call away. Many complex technical considerations come in to play when doing desktop-to-datacenter projects that involve 100s of users. ClearCube Technical Services assists our customers with pre-sales support questions in helping them to determine implementation options.

Courteous and responsive post-sales support

Extended warranty service is available on a tiered basis (silver, gold, platinum).

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