

PROFESSIONAL SERVICES

CONSULTING, IMPLEMENTATION & TRAINING SERVICES
FROM THE EXPERTS IN WAN OPTIMIZATION

Are you ready for Expand Professional Services?

The answer is “YES”
if you are concerned about:

- Aligning your WAN to support your corporate and customer service objectives.
- Implementing new WAN-based solutions without draining resources.
- Getting your WAN and applications to perform to expectations while keeping your support costs low.
- Freeing key internal resources to support critical business imperatives.
- Finding a partner who is knowledgeable about best-in-class WAN practices and utilizes technical and financial-modeling tools.

Why Expand?

Expand is the leading provider of solutions that enhance WAN performance and speed applications delivery. Beginning a decade ago, Expand pioneered a unique set of WAN Optimization solutions to address the wide array of issues that affect WAN performance. Expand solutions have been installed at more than 2,500 customers.

Support and Expertise to Maximize Your WAN Investment

- Flexible, comprehensive services focused on WAN Optimization.
- Benefit from the experience of the industry leaders.
- The support you need to get a WAN that will help you reach your business goals.

When it comes to WAN Optimization/Application Acceleration, rely on Expand Networks Professional Services to help you get more out of your WAN investment.

Meeting the Challenge of WAN Optimization

Expand Networks has long been a leader in the development of technologies that speed network and application performance. Expand solutions are consistently ranked in the Gartner Leader's Quadrant in WAN Optimization.*

Now you can benefit from our extensive experience in WAN Optimization by taking advantage of our people, processes and knowledge through Expand Professional Services.

Through Expand Professional Services, you get access to a team of experts ready to help you significantly enhance WAN performance and more effectively support your application delivery needs. Because no single offer can meet the needs of all customers — when it comes to enhancing network performance, every business is unique — Expand customers can choose from a suite of professional services that can be adapted based on your budget considerations, your time-frame and your specific goals and objectives.

From evaluating your WAN options, to implementing an optimization/acceleration solution, to training personnel in how to maximize the value of a WAN—Expand Professional Services can provide you with resources, expertise and state-of-the art tools that are simply not available anywhere else.

What's Included in Expand Professional Services

Expand Networks Professional Services includes the following:

Consulting: In-depth planning to get your WAN Optimization project completed on-time and within budget, lessening the risks and speeding the return on investment.

Implementation & Planning: Support for planning and detailed tactical executions covering all phases of WAN Optimization.

Training: Comprehensive instructor-led and e-learning programs delivered by WAN Optimization experts to maximize your investment in Expand solutions and prepare for Expand certifications.

Take Advantage of Expand Networks Professional Services

To address the challenges of WAN performance, you need access to a team of experts with extensive insight and experience in WAN performance. In a nutshell, that's what you get through Expand Networks Professional Services.

Take advantage of Expand Professional Services and choose from:

- Consulting Services
- Implementation & Planning Services
- Training Services

■ CONSULTING SERVICES

Expand Consulting Services gives you access to a set of proven planning and evaluation processes that enable WAN Optimization projects to be completed on-time and within budget, lessening the risks and speeding the return on investment.

Expand provides both onsite and remote consulting for Expand partners and enterprises who want to perform their own deployments, but would like to leverage Expand's expertise, to assure the project is well planned and properly managed. Based on your objectives, we will provide recommendations for your specific project and solution.

Consulting Services include:

- Project Plan Review
- Deployment Plan Review
- Best Practices and Troubleshooting Review

■ IMPLEMENTATION & PLANNING SERVICES

As WAN Optimization projects increase in size, scope and importance, implementing them on time and within budget is a challenge.

Take advantage of our network engineers to design, plan and install a WAN Optimization solution that will serve your needs effectively from day one.

Implementation & Planning Services are available onsite or remotely and provide the support you need through all stages of a project.

Implementation & Planning Services include:

- Design and Site Assessment
- Planning
- Installation
- Knowledge Transfer

■ TRAINING SERVICES

Expand Training Services will give members of your team the knowledge and skills they need to support your WAN Optimization solution on an ongoing basis and meet your specific objectives.

Courses include real-life scenarios and extensive hands-on labs that help the participants in the installation, configuration and troubleshooting of Expand devices.

Our instructors are experts in WAN Optimization and are committed to delivering a quality learning experience.

Expand Training Services include:

- Basic and advanced training
- Instructor-led and e-learning programs
- Preparation for Expand certifications

About WAN Optimization

The WAN used to be an add-on to the core IT infrastructure—a way to share files with remote offices, perform back-ups and extend some basic application functionality. Not anymore.

Now WANs are an IT “must have” — exchanging information and delivering access to applications over WANs is now a cornerstone of enterprise performance. Instead of being an extra add-on, the WAN is an essential part of core business processes:

- Branch networks depend on the WAN.
- Customer service depends on the WAN.
- Working efficiently with suppliers and partners depends on the WAN.
- The success of today's most critical IT initiatives—server consolidation, virtualization, operations continuity and more—depend on the WAN.

WAN Operational Issues

WANs pose significant operating issues involving latency, congestion, Quality of Service, security and more.

The impact of poor WAN performance will be felt throughout

the business, potentially impacting the reputation of IT, customer service and potentially the brand. Risks of cost overruns and project delays during WAN implementation are increasingly unacceptable.

Impact on Your Business

Taking advantage of Expand Professional Services can provide an array of benefits:

A WAN that delivers: Get the resources and expertise you need to make sure you get the WAN that meets your business requirements.

Keep your focus: Your WAN may be critical to your business, but it is still not your top priority. Relying on Expand for professional services frees you to maintain your focus on key corporate goals and objectives.

On time and on budget: Risking costly overruns and scheduling delays connected to WAN Optimization projects doesn't make sense. Expand Professional Services lowers risk and enables you to achieve service and performance levels that are critical to meeting business requirements.

Applications focus: Different applications are impacted in different ways by operating over a WAN. Expand provides acceleration/optimization expertise for today's leading enterprise applications including SAP, Oracle, Microsoft Exchange and Citrix.

Bottom-line results: Lowering costs is a goal of every business and Expand Professional Services will help you get there by allowing you to use your resources as effectively as possible, making it unnecessary to maintain specialized skill sets and helping you achieve an enhanced return on the substantial investment you have made in your WAN infrastructure.

Specialized Tools and Programs

As part of our Professional Services offerings, Expand Networks gives you access to a special set of tools and programs focused specifically on helping you pinpoint WAN performance issues, resolving them and understanding the full financial implications.

WAN Healthcheck: A WAN Healthcheck from Expand Networks will diagnose specific performance challenges—i.e., peak period congestion, application-specific issues—and show

you how to get more from your WAN without investing in more bandwidth.

TCO/ROI Calculation: (Part of Expand Consulting Services) Before forging ahead with a WAN Optimization/acceleration project, take advantage of a detailed analysis that will model the near and long-term financial implications, including depreciation. Get the information you need to make an informed financial decision about the impact of your current WAN performance issues and how different solution options will impact your bottom line.

Selecting the Right Services

Your Expand Professional Services representative will work closely with you to determine the services that can best meet your goals and objectives. An important part of this review is to provide you with an investment analysis demonstrating how Expand can lower your existing support costs while also generating increases in productivity.

Why Rely on Expand

Expand is the leading provider of solutions that enhance WAN performance and speed applications delivery. Beginning a decade ago, Expand pioneered WAN Optimization solutions to address the wide array of issues that affect WAN performance.

Expand solutions deliver an unrivaled combination of optimization, compression and Quality of Service (QoS) technologies that match seamlessly with existing IT infrastructures and include acceleration plug-ins for leading enterprise applications.

Expand Networks WAN Optimization/acceleration technologies consistently deliver proven measurable impact (bandwidth increases of 100% and 400% with peaks over 1,000%). Expand has a proven track record of real world performance—its solutions are in place at more than 2,500 customers.

Expand is included in Gartner's coveted 2007 Leader's Quadrant for WAN Optimization.*

Learn More

Some of the best known names in financial services, manufacturing, retail, health care, as well as leading government agencies and the military, rely on Expand Networks for optimized network infrastructures and superior applications performance.

For more information on how Expand Professional Services can benefit your company, contact your local Expand representative today or visit us at expand.com/professionalservices.

For more information about Expand and our other award winning solutions, visit expand.com

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