

Remote Admin F5 Advantage

Most organizations today demand 24x7x365 availability, network and application traffic management, and heightened security. Many organizations, however, lack a singular department that embraces the management of their F5 deployment, which touches all the above. This lack of internal expertise results in increased risk, and prevents organizations like yours from fully leveraging their investment in F5 Networks.

With Remote Admin F5 Advantage, you can enjoy an SME Administrator on staff 24x7x365 without the unnecessary expenses associated with an employee or contractor.

	F5 Standard Support	F5 Premium Support	Remote Admin F5 Advantage
5x10 Support Availability (8:00 A.M.-6:00 P.M., M-F, your local time)	✓	✓	✓
7x24 Support Availability		✓	✓
Monitoring/Alerting of Operational Issues	✓	✓	✓
Ask F5 Knowledge Base Access	✓	✓	✓
Web Support Portal Access	✓	✓	✓
Response to Site Down or Site-At-Risk calls within 1 hour	✓	✓	✓
RMA Advance Replacement	✓	✓	✓
Identification and Mapping of Business Assets			✓
Initial Health Check and Remediation of Configurations to Industry Standards and Best Practices			✓
24x7x365 Monitoring of LTM and GTM Devices			✓
24x7x365 Proactive Response to Detected Fault Conditions			✓
Expert Troubleshooting of F5 Devices			✓
Maintenance of F5 devices including failover events, reboots, upgrades, and MACD's			✓
Support for ASM, APM, AFM, and WAF			✓
Expert advice on maximizing your ROI on F5 Networks technology			✓
Management of Support Cases with F5			✓
Remote Consultation and Participation in new application rollouts and migrations			✓
Performance of planned application changes			✓
Capacity Planning			✓

Increase your organization's return on your F5 investment and start improving your operational efficiency immediately with Remote Admin F5 Advantage.