Protect and Improve Your Network with a Service Delivery Manager

Maintaining today's complex networking environment requires fast access to the right resources and expertise. With the Service Delivery Manager (SDM) Add-On Package, an F5 SDM responds to all case needs to ensure a quick response and timely resolution that aligns with your organization's unique requirements.

In addition to helping resolve immediate issues, your SDM provides proactive services, such as regular status and quarterly review meetings, to help your organization improve operations and plan for future network needs..

Key benefits

Accelerate resolution of issues
Receive high priority status when you submit a case for quicker resolution. When you open a support case, a notification is sent to your SDM ensuring that your request goes to the front of the queue.

Increase ROI
Benefit from your SDM's knowledge of both your organization's goals and F5 technology to provide support that moves your business forward.

Mitigate risk
Your SDM will help you identify possible problems and offer recommendations to avoid them, so you can address potential issues upfront.

Improve your IT infrastructure
Use quarterly reviews to discuss current network performance, opportunities for improvement, and upcoming F5 technologies.

Support Features

The support features offered with the SDM Add-On Package ensure your issues are being addressed and resolved as quickly and efficiently as possible for your organization.

- Focused Account Management
  Through onsite visits to meet your team and see the data center, knowledge transfer sessions, and regular review calls, your SDM becomes familiar with your network, critical applications, and IT direction. When you need assistance, your SDM can quickly locate and coordinate the appropriate F5 technical resources to handle your case. By working closely with you, or a designated contact within your organization, your SDM can expedite resolutions that are in alignment with your IT and business goals.

- Priority Case Management
  If you have a severity 1 (site down) issue, your SDM will conduct calls for your case as needed until the issue is resolved.

- Coverage for Scheduled Events
  For scheduled events within your network and data center, your SDM will arrange to have support resources available.

- High Visibility
  Whenever you open a support case, all F5 SDMs and Support Managers receive email notification. This ensures that your case has a high profile and high-priority status within F5 support.

- More Insight for Faster Resolution
  You have the option to provide reference documents, such as your organization's network architecture, infrastructure, or topology, for your SDM and support engineers to use to more quickly solve issues. Any documents you provide will be kept confidential and accessed only by the SDM and support engineers involved in your case.

Proactive Support Features

In addition to addressing your immediate needs, your SDM works to ensure the F5 solutions implemented in your environment will ease ongoing operations and help your organization prepare for future network needs.

- Initial Onsite Visit
  When you subscribe to the Service Delivery Manager add-on package, a SDM will visit your data center, meet key staff, and work to gain a deep understanding of your critical F5 technical support needs.

- Ongoing Support Reviews
  As your point of contact at F5, your SDM meets regularly with you and with F5 Support staff to review your cases and determine how best to support your F5 environment and business objectives. During open case review calls, you have an opportunity to discuss open cases with your SDM to ensure your cases are moving toward resolution. Your SDM will also meet with F5 Support staff to evaluate potential issues to which your network might be susceptible and determine mitigating steps. In addition, your SDM will conduct a product lifecycle assessment for hardware and software at its end of life or end of sales cycles. During these calls, your SDM will discuss the potential impact of major lifecycle events on your business.

- Quarterly Reviews
  During quarterly reviews, your SDM will examine your case history using criteria that you specify, analyze trends, and assess critical key performance indicators. If you have initiated any Return Materials Authorization (RMA) requests, your SDM will provide an analysis of patterns and trends. This analysis can help identify systemic problems in your environment or issues with F5 hardware, resolve the problems, and decrease the number of RMA events for a more reliable network. To prepare for upcoming events and ensure successful transitions, your SDM will review plans for migrations, upgrades, and new product installations. Your SDM will also discuss the latest F5 product information so you can be aware of future technology opportunities for your business. Presentations from F5 Product Management representatives can also be arranged. Importantly, the quarterly reviews provide an opportunity to discuss your satisfaction with F5 Support and identify ways to continue to improve your service.

More Information

To learn more about the Service Delivery Manager Add-On Package, contact consulting@f5.com or visit our Support Services Page.