

Resident Services Engineer Program

Service Description

The Gigamon Resident Services Engineer (RSE) program provides a full-time dedicated engineer, certified in Gigamon technology, to augment existing client staff. The Gigamon subject matter expert's (SME) responsibilities could include overseeing design, deployment, maintenance, and optimization of the Gigamon solution. This service helps customers get increased ROI from their Gigamon investment while alleviating the risk of adopting and managing new technology.

The RSE works under the customer's guidance to manage the Gigamon solution and provides proactive best practices guidance for optimized Gigamon use. Service is provided onsite so clients have real-time access to a Gigamon SME on a daily basis.

This service is ideal for customers with large, complex Gigamon deployments in a high availability setting, requiring ongoing maintenance to keep up with network growth, increased security needs and visibility requirements.

Features and Benefits

Service Feature	Benefits
Design	<ul style="list-style-type: none"> + Post-sales, best practice design guidance to ensure the Gigamon Deep Observability Pipeline deployment strategy directly aligns with customer's business objectives + Design guidance incorporates the combined experience of the Gigamon global installed base to ensure customer success
Deployment	<ul style="list-style-type: none"> + Assures a quick, successful, and low-risk deployment by providing a solution specialist to oversee all configuration aspects of Gigamon equipment installation for the customer deployment + Creation of configurations and map rules so traffic distribution goals are met at initial bring-up + Install and validate performance of the Gigamon latest feature sets and hardware platforms to provide customers a smooth and low risk transition to the Gigamon Deep Observability Pipeline
Maintenance	<ul style="list-style-type: none"> + Dedicated, Gigamon Onsite Resident Services Engineer to work side-by-side with client staff daily for immediate access to Gigamon product expertise + Deliver best practice operational guidance toward optimum uptime for our customers + Trusted advisor relationship to lead Gigamon operational tasks including equipment provisioning, software upgrades, new service additions, and ongoing knowledge transfer + Rapid escalation for immediate problem solving + Customers utilizing this service can expect faster, more effective changes to the Gigamon environment for supporting expansion and growth with the least possible interruption and risk
Optimization	<ul style="list-style-type: none"> + Regular tune-ups of the Gigamon Deep Observability Pipeline so the solution continues to provide leading edge business benefits to our clients + Optimize tool and network port utilization so valuable network data is provided to the right tools + Map simplification to simplify ongoing maintenance + Take action on congestion to ensure there is no data loss as traffic volumes increase + Customers utilizing optimization services can expect best-in-class performance as their networks expand and evolve to meet business needs

Ordering Information

Part Number	Description
GPS-GOS-RSE	Gigamon On-site Resident Services Engineer – Annual Contracted On-site Support – 48 Weeks, 12 consecutive months. Recommended for a customer with a large rapidly changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GOS-RS0	Gigamon On-site Resident Services Engineer – Annual Contracted On-site Support (1 day/month, 12 consecutive months). Recommended for a customer with a changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GOS-RS1	Gigamon On-site Resident Services Engineer – Annual Contracted On-site Support (1 week/month, 12 consecutive months). Recommended for a customer with a large rapidly changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GOS-RS2	Gigamon On-site Resident Services Engineer – Annual Contracted On-site Support (2 weeks/month, 12 consecutive months). Recommended for a customer with a large rapidly changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GOS-RS3	Gigamon On-site Resident Services Engineer – Annual Contracted On-site Support (3 weeks/month, 12 consecutive months). Recommended for a customer with a large rapidly changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GRS-RSE	Gigamon Remote Resident Services Engineer – Annual Contracted Remote Support – 48 Weeks, 12 consecutive months. Recommended for a customer with a large rapidly changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GRS-RS0	Gigamon Remote Resident Services Engineer – Annual Contracted Remote Support (1 day/month, 12 consecutive months). Recommended for a customer with a changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GRS-RS1	Gigamon Remote Resident Services Engineer – Annual Contracted Remote Support (1 week/month, 12 consecutive months). Recommended for a customer with a changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GRS-RS2	Gigamon Remote Resident Services Engineer – Annual Contracted Remote Support (2 weeks/month, 12 consecutive months). Recommended for a customer with a large rapidly changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.
GPS-GRS-RS3	Gigamon Remote Resident Services Engineer – Annual Contracted Remote Support (3 weeks/month, 12 consecutive months). Recommended for a customer with a large rapidly changing Gigamon deployment requiring Gigamon expertise beyond their current staff capabilities.

For More Information

For more information, please contact Gigamon Customer Success at Customer.Success@gigamon.com or visit gigamon.com.

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