

Group Logic Professional Services Offerings

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Professional Services

Group Logic offers a range of professional services to help customers make the most of our products and related technologies. Our services include:

- Installation
- Training
- Extended-Hours Support
- Consulting
- Distributed File System (DFS) Kickstart Package

Installation

We can assist with installation of MassTransit, ExtremeZ-IP, and ArchiveConnect remotely or onsite. This can be combined with administrator or user training.

Training

We offer several training options to help with our products and related technologies.

For any of our products, we offer custom training sessions delivered remotely or onsite. Please contact us for a quote.

For ExtremeZ-IP, we also offer the following standard courses delivered remotely via audio and computer conferencing in 60-90 minute sessions:

- 101: Mac/Windows Integration Primer
- 201: Administrator's Guide to ExtremeZ-IP
- 302: Integrating Macs with DFS

Extended-Hours Support

Group Logic offers the option of extended-hours support on an hourly basis for customers that are under a regular support contract. If you expect to need assistance outside of Group Logic's regular hours, please contact sales@grouplogic.com at least 24 hours in advance and we will arrange for a Support Engineer to assist on your schedule, subject to availability.

Consulting

We offer advanced technical consulting related to Mac and Windows enterprise integration. Our consultants can help your organization map out strategies for deployments or upgrades, assist with planning, perform advanced troubleshooting, or answer questions. Our areas of expertise include file transfer, file storage, workflows, Active Directory, DFS, Hierarchical Storage Management (HSM) / file archiving, clustering, performance, networking, and general issues with Mac/Windows integration.

DFS Kickstart

If you're integrating ExtremeZ-IP into a Microsoft DFS environment, we offer a package called the DFS Kickstart, which combines consulting, installation and training. For more information see: <http://www.grouplogic.com/resource-center/pdfs/ExtremeZIP-Support-Options-For-DFS.pdf>.

How to Order

For information about our services, please visit contact sales@grouplogic.com.