

# F5® Managed Services on Your Schedule



Your all-in-one subscription without complex pricing.

Today, many organizations require round-the-clock availability, network and application traffic management, and enhanced security measures. Despite these demands, numerous organizations do not have a dedicated department to manage their F5® deployment, which encompasses all these aspects. This absence of internal expertise leads to higher risks and prevents organizations from fully maximizing their investment in F5®.

RemoteAdmin offers the simplest way to get support, services, and solutions to meet your every F5® load balancing and application delivery need - for one low monthly price. All of our customers have unlimited access to everything we provide through our shared-services model. No hidden costs, no surprises.

## SERVICE COMPARISON

|   | F5® Standard Support | F5® Premium Support | RemoteAdmin Subscription |
|---|----------------------|---------------------|--------------------------|
| 10x5 support availability (M-F, 8am - 6pm, your local time)                                     | ✓                    | ✓                   | ✓                        |
| Monitoring & alerting of operational issues   | ✓                    | ✓                   | ✓                        |
| WebSupport Portal access  | ✓                    | ✓                   | ✓                        |
| AskF5™ Knowledge Base access  | ✓                    | ✓                   | ✓                        |
| Response to site down or site-at-risk calls within 1 hour                                       | ✓                    | ✓                   | ✓                        |
| RMA Advance Replacement   | ✓                    | ✓                   | ✓                        |
| 24x7 support availability   |                      | ✓                   | ✓                        |
| 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  |                      |                     | ✓                        |
| Troubleshooting F5® devices   |                      |                     | ✓                        |
| Maintenance of F5® devices including failover events, reboots, upgrades, and MACDs              |                      |                     | ✓                        |
| Support for BIG-IP® Modules: LTM®, DNS™ (GTM™), APM®, ASM® AFM™, Advanced WAF®                  |                      |                     | ✓                        |
| Advice on maximizing your ROI on F5® technology   |                      |                     | ✓                        |
| Creation and management of F5® Support cases  |                      |                     | ✓                        |
| Remote consultation & 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 RemoteAdmin.