



Professional Services Offerings

Neverfail® consistently delivers premium people, processes and products to maximize the return on your Neverfail investment.

People

Trained Experts Who Know Neverfail Solutions Better than Anyone

Neverfail Professional Services offer customers the ability to learn the best practices from our experts plus the assurance of an on-time, on-budget implementation. Our engineers are subject-matter experts in Neverfail products, so you can be sure that the software will be deployed efficiently and correctly the first time.

Each member of the Neverfail Professional Services team is committed to sharing their dedication, knowledge and expertise. With thousands of Neverfail licenses sold worldwide, we can provide you with additional product knowledge, functionality and tools to successfully deploy Neverfail solutions into your IT environment.

Processes

A Proven Methodology Built on Best Practices

By cultivating practices from thousands of different engagements, Neverfail Professional Services created standardized policies and procedures. These consistent implementation strategies not only ensure a successful implementation that effectively deploys Neverfail products into your environment, but also provide a satisfying experience for our customers.

Products

Realizing the Full Potential of Neverfail Solutions

By combining Neverfail's award-winning and proven products with the expertise of our Professional Services team, you can get more from your IT investment. And after your implementation is complete, you can count on Neverfail for world-class support and training throughout the life of your solutions.

“The Neverfail technicians were very knowledgeable, professional and prompt. They were able to install the product and have it up and running in a matter of hours and used the remaining time to train my network staff.”

**Chad Gillick, IT Manager –
Infrastructure, Ridley Inc., Minnesota**

“The installation of Neverfail went well. Our systems engineer assisted us with both the installation and training for the product. We want to thank him for his relentless research on the hardware and software platform. Both his knowledge of the product and the installation of the product are extremely commendable.”

**Prem Vijayakumar, MC Management,
800-JR Cigar, Inc., North Carolina**

“Our systems engineer was fantastic. He was knowledgeable and very personable. The installation was a pleasure.”

**Kevin DeBenedetto, Mgr. of Network Services,
ABT Associates Inc., Massachusetts**

“Our systems engineer was helpful and professional. The last phase of the test run was particularly important to me to prove how the switch over process occurred.”

**Valdy Rossit, IT Support,
Gateway Community Health Centre, Canada**

“Our systems engineer did an excellent job in installing and configuring the Neverfail product for IIS in our environment. Not only was he prompt and professional, but he exhibited strong technical skill and knowhow for both the Neverfail product and the Windows server architecture. All of these things combined provide a very good feeling of comfort and satisfaction in the Neverfail product and support structure.”

**Ryan Bunson, Senior Systems Administrator,
University of Pittsburgh Medical Center, Pennsylvania**

Professional Services Portfolio

Jump Start

With Neverfail's Jump Start Service, Neverfail engineers get your multi-server implementation off to the right start with a helpful "jump start" by providing on-site engineering services to install one – two server pairs. Our engineers will be able to train your team and guide you through an initial Neverfail install. We will then transition our best practice installation process to your organization for all remaining server deployments. Neverfail's Jump Start Service is ideal for customers who are planning to install Neverfail on multiple server pairs and have the in-house technical expertise to manage the installation but would like the assurance of Neverfail expert training and guidance through the first install.

Neverfail On-site Installation

During Neverfail's On-site Installation Service, Neverfail engineers manage the complete installation of your Neverfail solution in your environment. Using advanced, automated tools as well as proven best practices and methodologies, Neverfail engineers will assess your current server environment and provide recommendations to establish an optimum platform before beginning the Neverfail installation.

Neverfail Phone Installation

With Neverfail's Phone Installation Service, Neverfail engineers guide you through the installation of your Neverfail solution via telephone and remote access controls. All Neverfail remote access is completely controlled and auditable by the customer. This service allows you to leverage Neverfail engineering expertise and gain the advantage of Neverfail best practices and methodologies – all in a cost efficient package.

Neverfail Wellness/Health Check Services

With Neverfail's Health Check Service, Neverfail engineers will perform this on-site service to review your existing Neverfail protected environment, perform upgrades and provide you with an in-depth assessment and recommendations to ensure continuous application and data availability. Sound business continuity practice includes regularly testing of your high availability and disaster recovery plan. Neverfail Health Check Service can also assist in reviewing your test plan and executing switchover and failover testing, assessing additional storage or network requirements or on-going data transaction impact. Neverfail recommends performing a Health Check of your high availability and disaster recovery solution at least once per year. Many regulatory mandates require even more frequent testing and Neverfail can be there to help.

Neverfail LAN/WAN Stretch Services

In Neverfail's LAN/WAN Stretch Service offering, Neverfail engineers extend your existing Neverfail configuration from a LAN to a WAN implementation and configuration. Even if you are familiar with the Neverfail implementation in your LAN environment, let Neverfail engineers navigate the WAN stretch nuances including different IP addresses and DNS updates. If you're migrating to a true disaster recovery solution across a WAN, Neverfail engineers can help ensure your success.

Neverfail Training Services

Neverfail's two day on-site training course is aimed at systems administrators who will be responsible for installing or administering Neverfail and wish to achieve Neverfail Certified Administrator (NCA) or Neverfail Certified Installation Engineer (NCIE) accreditation. The knowledge transferred in this class will amplify your staff's understanding of key features and how they function, provide implementation best practices and explain how to access and utilize Neverfail's wealth of technical support and resources.

About Neverfail

Neverfail® is a leading global software company providing continuous availability and disaster recovery for critical Windows-based applications in physical, virtual or mixed environments. Continuous availability blends high availability, disaster recovery and data protection software with best practice monitoring and automation. Neverfail's predictive approach protects businesses during both IT outages and planned maintenance. Regardless of the type of problem, from a single component failure to a full site disaster, critical business applications remain constantly available to information workers. With Neverfail, users remain continuously connected to applications such as Microsoft® Exchange, SQL Server, File Server, IIS, SharePoint, Cluster Server, VMware VirtualCenter, BlackBerry® Enterprise Server, Captaris RightFax and IBM® Lotus® Domino®. More information can be found at www.neverfailgroup.com.



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