



F5 Services

World-class technology solutions.
Your way.



An organization's ability to address technology challenges, pursue opportunities, and grow its business is only as effective as its IT agility. F5 provides the tools to help you create a flexible IT infrastructure that aligns with your business demands. And F5 offers world-class support, training, and consulting services to ensure you get the most from your F5 technology.



Getting it right, the first time

Unexpected obstacles can arise when deploying new technology. Difficulties finding answers to questions or a lack of necessary skills in-house can slow deployments. System downtime can disrupt user productivity, and busy IT teams can become overburdened.

Whether it's providing fast answers to questions, training internal teams, or handling entire implementations from design to deployment, F5 Services can help. F5 Services engineers, trainers, and consultants have the F5 product knowledge and industry expertise to anticipate issues, avoid problems, and reduce network support costs. F5 support engineers follow standardized, ISO-compliant processes and procedures, ensuring that worldwide, you receive the same high-quality technical support. F5 also offers many self-service resources, including diagnostic tools, an extensive online knowledge base, and an active online community consisting of tens of thousands of IT professionals.

Whatever level of assistance you require to realize a fast return on your F5 investment, you can depend on F5 Services to deliver.



F5 key differentiators

- International Organization for Standardization (ISO)-compliant Quality Management System
- Worldwide Network Support Centers
- World-class customer service ratings
- Self-service tools, such as AskF5™ Knowledge Base and BIG-IP® iHealth™ System



Dublin: 1500 GMT

> Maria receives an update from her Technical Account Manager.

Prague: 1600 GMT

> Anna attends onsite training.

Philadelphia: 1000 GMT

> Marc discusses network design with an F5 consultant.

Hong Kong: 2200 GMT

> Kai uses self-service tools to troubleshoot.

Osaka: 2300 GMT

> Toshi calls his regional support center.

Solving the customer problem, not just the case



“F5’s Technical Support has been great... they will go the extra mile to help you with configuration and iRules.”

System Administrator, Medium Enterprise
Computer Software Company
TVID: 42D-2E7-A6F

Implementation is just the beginning of integrating new technology into an organization. Hardware and software must be maintained, updated, and adapted to fit changing market conditions and business demands. Companies today need a technology provider that can address immediate needs quickly, competently, and in a manner that moves the business forward.

F5 Services provides the resources to keep your technology running at peak performance and make the most of your investment. Several maintenance support levels are available, including options for technical account management and dedicated support packages, so you can be certain your organization has the support it requires. Consultants who are knowledgeable about F5 products and industry best practices can offer valuable perspective into challenges and opportunities. In addition, F5 offers courses ranging from essentials to advanced topics, so you can create your own in-house experts.

Investing in the future of your business

As your organization evolves and grows, it faces new application delivery, scalability, and storage challenges. Remote workers and offices around the world can expand opportunities but also raise access and security concerns. New technology trends need to be evaluated and incorporated in a way that is right for your business.

Wherever your business takes you, F5 can provide support and services to meet your technology challenges. To assist your offices worldwide, regionally located support centers offer help in many languages through native-speaking engineers. F5 support also includes sustaining development, so you can feel confident about choosing F5 for your long-term needs.

Experienced F5 consultants are available to provide advice and tailor product configurations to best serve your organization's needs as it grows. In addition, training programs are available onsite at your location, in global facilities, or remotely.

When you align with a company that is as forward-thinking as you are, you realize the most value possible from your F5 technology investment, immediately and long-term.



Top organizations rely on F5

- 42 of the top 50 Fortune 500® companies¹
- 18 of the top 20 U.S. commercial banks¹
- 10 of the top 10 global telecom providers²
- 8 of the top 10 global web parent companies³

¹ Fortune 500® 2010. Fortune 500 is a registered trademark of the FORTUNE magazine division of Time Inc.

² Ovum/Datamonitor Companies, Home & Work, March 2010.

³ The Nielsen Company, Top 10 Global Web Parent Companies, Home & Work, May 2010.



Learn more about F5 Services

Create the IT infrastructure your organization needs to support business demands today and attain long-term goals. F5 Services offers expertise, assistance, and resources to help you achieve IT agility.

For more information about F5 Services, contact consulting@f5.com or use the search function on F5.com to find these resources.

Overviews

- > [Technical Support Services](#)
- > [Professional Services](#)
- > [Global Training Services](#)

