

Solace Consulting Services

Solace offers consulting services that help customers deploy Solace's high-performance messaging solutions more quickly and effectively than they could on their own. Solace's services team is made up of seasoned professionals with expertise in many high-performance messaging technologies and concepts, and they've successfully integrated Solace's products with applications on all popular platforms and operating systems.

We meet the on-site deployment and integration needs of our customers with a flexible team of field consultants, and use a team of HQ-based experts trained out of our core engineering group to handle longer-term custom solutions. This combination lets us offer the global flexibility and deep level of Solace expertise it takes to meet our global customers' most demanding requirements.

To learn more or inquire about custom services, contact your account executive or Alexander Orsini, managing director of professional services, at alexander.orsini@solacesystems.com.

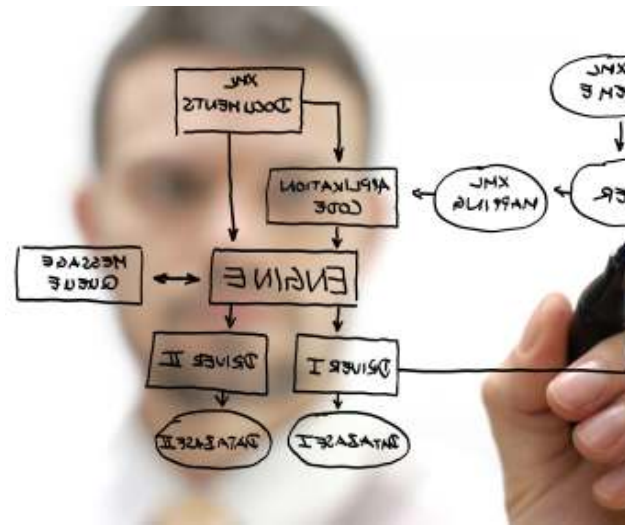


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Quick Start Services

This package helps customers with relatively small deployments get up and running quickly in a matter of weeks. It includes the training of developers and administrators, installation and initial configuration of up to 4 Solace appliances, and two weeks of onsite help with architectural planning and execution, monitoring and management integration, project planning, and application development.

Deliverables

- Solace administrator training course outline
- Solace developer training course outline
- Appliance configuration worksheet
- Configuration recommendations
- Customized troubleshooting guide



Installation and Configuration Services

This package covers basic appliance installation and initial configuration to get the appliance up and running at a customer site. This includes cabling and racking the appliance, and helping customer resources identify and apply network environment parameters such as IP address assignment, sub-networking recommendations, integration with hardware management systems, and physical component setup, such as storage area network (SAN). It also includes the initial configuration and testing of basic functions such as remote administrative access, high-availability (HA) or disaster recovery (DR) configuration, and VPN and access control setup.

At the end of the engagement Solace gives recommendations for additional configuration that the customer can consider to determine applicability and usefulness given their unique environment and project needs.

Deliverables

- Appliance configuration worksheet
- Configuration recommendations
- Customized troubleshooting guide

Architecture & Design Services

This package provides architect-level expertise, giving clients the confidence that their architectural direction is correct and that they are not making fundamental, avoidable errors in the deployment and use of Solace products. This service includes justification for the recommended approach based on Solace's experience with message exchange patterns and best practices, as well as experience with message payload structures and destination naming conventions in relation to Solace products.

Solace's architect works with clients to:

- Ensure that the proposed architecture, including Solace appliances and custom components, will satisfy performance and availability requirements.
- Identify and eliminate bottlenecks in the message path, including concurrency conflicts in areas such as sequencing, bridging, conversion, and/or failover scenarios.
- Simplify and optimize conversion patterns and application architecture patterns related to bridges and gateways between Solace appliances and data sources and targets.
- Assistance with message archiving and retrieval, evaluate use or need for caching or replay services
- Implement more complex use cases such as store-and-forward delivery, and routing based on header information and custom tags.

Deliverables

- **Solution Architecture Document:** Solace's architects will either review client requirements and create a custom architecture document, or review and make recommendations on an existing architecture document.



Application Migration Services

This services package helps clients migrate from legacy software-based middleware messaging products to Solace's appliance-based platform. Solace has successfully moved customers from commercial offerings such as TIBCO EMS, TIBCO RV, and IBM MQ, as well as from open-source JMS products such as ActiveMQ, RabbitMQ, and others.

Solace leverages this experience to assist with project planning, application landscape analysis, application modification, regression testing, performance testing, and deployment. Solace also applies best practices to activities such as application and messaging operational monitoring, administration and operations, troubleshooting guidance, mentoring of personnel, and onsite assistance during the transition period.



Solace helps clients create or enhance a messaging “center of excellence” that defines, evangelizes and enforces (when necessary) new and modified policies that affect application teams. Solace can also assist with the development of reusable assets such as scripts and code fragments that simplify the conversion process.

Deliverables

- Project plan, schedule, and budget
- Weekly risk/issue log, activity log, and project status report
- Application migration assessment
- Master test plan
- Test cases and test scripts
- Application migration and regression test results
- Customized best practices and troubleshooting guides
- Administration scripts and source code
- Migration scripts and source code

General Consulting Services

Solace makes services available for whatever the customer requires in terms of expertise or temporary staff augmentation. Resources may be either onsite or offsite, depending on the customer's staffing requirements, and rates are based on location, resource type, quantity, and duration of engagement.

Architect

- Generally this is the project lead, and most experienced resource available. Expertise in networking, messaging middleware development, operational monitoring and management, and troubleshooting and support.
- Lots of experience implementing Solace, able to mentor and train customer's staff on Solace technologies.
- Able to participate and contribute to enterprise architecture teams WRT messaging middleware
- Generally will lead Solace implementation projects.

Consultant

- General knowledge of Solace, individual contributor, experienced implementing Solace.
- Customers would use this resource to enhance their existing teams during project implementation.
- Knowledge of networking, operations and management, but mostly experts at application development with Solace.
- Also may be used to develop custom features for the appliance, including custom APIs and interfaces to customer's legacy applications.

Junior Consultant/Administrator

- Mostly low-cost resources to perform routine tasks such as production support and application monitoring.
- They can build scripts for starting and stopping services, integrate Solace appliances into existing monitoring solutions, and configure Solace appliances based on common requests such as VPN setup, grant and revoke permissions, and modify IP configurations as directed by customer's network engineers.

Project Manager

- Project managers can manage projects themselves or mentor the customer's own project managers to guide the scheduling, budgeting, and planning of the infrastructure deployment or application development work. They can also guide execution and oversight to manage project risk and identify/resolve issues.
- Solace has developed repeatable plans and processes, and the project managers provide an added level of experience to ensure that the successful deployment and integration of Solace's products.

Custom Solution Services

This package covers development of customer-specific components or feature enhancements. Source code and documentation of the custom solution will be turned over to the customer at the end of the engagement.

Most often, this work is performed offsite, with minor onsite activity at the beginning of the engagement, for requirement elicitation, and at the end for assistance during user-acceptance testing and solution deployment.

Examples include development of API abstraction layers, bridges and gateways to a customer's non-standard legacy messaging solution, plug-ins and adapters to applications, but it could also include complete application development like market-data distribution solutions or internet/mobile web applications that leverage Solace's mobile messaging capabilities.

Solace prefers agile approaches for application development, but can adapt to customers' preferred software engineering and project management processes.

Activities covered by this service package include project management, requirements elicitation and specification based on user stories or use cases, solution architecture development, rapid prototyping, component development and unit testing, integration and system testing, plus documentation for users, developers, and operations/administrations personnel as applicable.

Deliverables

- Project plan, schedule, and budget
- Weekly risk/issue log, activity log, and project status report
- Requirements specification document
- System or Solution Architecture Document
- Master test plan
- Test cases and test scripts
- Prototypes (if applicable)
- Source code, packages, and executables
- Test results
- User Guide, Developer Guide, Administrator Guide, Troubleshooting Guide