Network Assessment Services

Introduction

Dell is pleased to provide Network Assessment Services in accordance with this Service Description. This document outlines general offers, scope and deliverables for Service(s). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the “Order Form”) will include the name of the service(s) and available service options that you purchased. Additionally, upon purchase, you will receive a document with a more detailed scope of services specific to your purchase. For additional assistance or to find out whether a specific service in this document is available in your region or country contact Dell Technical Support or your sales representative.

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Services Overview

Network assessments can provide a holistic view of your IT capabilities and a reference point for how your infrastructure is performing. Our experts can pinpoint and expose issues in your network using specialized software and diagnostic tools. These unbiased and insightful analytics are aggregated into comprehensive reports that can include recommendations on how to improve performance, optimize devices and remediate problems.
Dell offers a number of network assessments for specific customer needs. This document covers the first three in detail.

<table>
<thead>
<tr>
<th>Offer</th>
<th>Overview</th>
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</thead>
<tbody>
<tr>
<td>Network Topology Assessment</td>
<td>Reduce complexity with a deep-dive discovery and audit of all connected devices in the multivendor network, including configurations, multi-device relationships and security threats.</td>
</tr>
<tr>
<td>Network Optimization Assessment</td>
<td>Identify areas to optimize the multivendor network and improve architecture design with an in depth analysis of switching and routing devices, network protocols, Quality of Service (QoS) and interface performance.</td>
</tr>
<tr>
<td>Application Performance Assessment</td>
<td>View traffic patterns from server to end-user with a comprehensive analysis to uncover latency issues, isolate problems, and accelerate troubleshooting of enterprise infrastructure and software applications.</td>
</tr>
<tr>
<td>Voice-over-IP Readiness Assessment</td>
<td>Moving to a Voice-over-IP (VoIP) solution requires the right network infrastructure to support real-time voice protocols. Simulated load testing, analysis and review can identify the next steps to building a VoIP platform.</td>
</tr>
<tr>
<td>Security Assessment</td>
<td>Safeguard your network from constant attack. Let our experts examine and uncover potential vulnerabilities and provide a comprehensive security design assessment.</td>
</tr>
<tr>
<td>Wireless Site Survey</td>
<td>Great wireless connectivity starts with a detailed site survey. Dell can analyze radio frequency interference, identify optimal placement of devices, recommend the best design and even validate deployments.</td>
</tr>
</tbody>
</table>

**Service Offering Comparison**

This service description covers three distinct Network Assessment Services listed below. A full service offer would combine both the Network Optimization Assessment and Application Performance Assessment. Talk to your sales professional for more details.

<table>
<thead>
<tr>
<th>Overview of Network Assessments</th>
<th>Network Topology Assessment</th>
<th>Network Optimization Assessment</th>
<th>Application Performance Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onsite meeting to document concerns/goals</td>
<td>✅</td>
<td></td>
<td>✅</td>
</tr>
<tr>
<td>Create report and recommendations (as applicable)</td>
<td>✅</td>
<td></td>
<td>✅</td>
</tr>
<tr>
<td>Audit all multivendor network devices (Layers 1-3)</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Connectivity and Spanning Tree topologies</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Detailed topology diagrams with configurations</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Identify design issues of multivendor network(1)</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Monitor switch performance for a specific time</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>List changes needed to fine tune the network</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Uncover latency and performance issues</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Analyze specific servers and apps(2) (Layers 5-7)</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Collect packet and transaction data</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Monitor response time and historical analytics</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Fix and remediate issues discovered</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
</tr>
</tbody>
</table>

(1) These assessments are vendor agnostic and serve to uncover issues with the existing multivendor network or "AS-IS" state. Assessment does not provide a detailed "TO BE" state. Dell recommends identifying the layout or issues of the existing network before proceeding to the detailed new design recommendation.

(2) Applications could include: Microsoft suite, web apps, java.net apps, databases or home grown apps
Network Topology Assessment

Overview: This assessment is a deep-dive discovery and audit of all connected devices in the network regardless of vendor. Analysis and documentation of the client’s environment: physical layout, connected devices and logical topology data flows of the targeted network (Layers 1-3). Report provides a summary of findings and identifies any issues with existing configurations.

Specific goals:
- Analyze an existing environment to provide information on architecting a new solution
- Discover the network architecture and protocols in use and provide reports that can assist with configuration standardization, troubleshooting and resolution

Business Challenge: In today’s Enterprise the volume of different infrastructure devices is very difficult to track and document without a large staff of documentation engineers. Day to day modifications, add/move/changes and upgrades to existing IT environments are a constant occurrence. Making sure the infrastructure is consistently updated with standard code levels, common security access and stored in a common repository is an ongoing challenge. When operational issues or required upgrades occur it is a critical need for the engineering groups to know what they have, where it is and where a change or upgrade will add performance or resolve an operational issue.

This “live” engineering documentation process involves specialized diagnostic tools that can:
- Automatically discover network elements and configuration while continuously capturing data during the monitoring period
- Create high definition network diagrams by correlating configuration and operational data
- Display multi-device relationships (e.g., HSRP, OSPF, BGP, VLANs, Spanning Tree) to generate detailed physical and logical diagrams
- Archive the diagrams to maintain captured information

Service will include: (Available as onsite or remote service if VPN access is provided. Details in the “Customer Responsibilities” section.)

Review of existing environment
- Review current WAN/LAN network (diagrams, architectural designs, procedures, etc.)
- Physical inspection of equipment, if required (not applicable to remote service)
- Baseline the existing network architecture and review with customer
- Document customer’s concerns

Analysis of the existing environment
- Perform data analysis using toolsets as established above.
- Complete hardware inventory and audit of connected devices
- Detailed Network Diagrams reflecting Layer 2/3 switching and routing topologies
- L2 traffic domains
- Spanning Tree topologies and device connectivity relationships
- Documented synchronization of startup and running configurations
- Comparison of device configurations to template standards

Specific deliverables
- Detailed report with summary of findings to be reviewed with client
- Device configuration files
- Topology diagrams to visually see the network design
Figure above: example of Network Topology Assessment diagram showing device details and status

Figure above: a partial Network Topology Assessment diagram showing Layer 2 and 3 topologies
Network Optimization Assessment

Overview: This assessment serves to analyze network devices and architecture design to improve performance and optimization. Analysis and documentation is focused on the client’s Layer 1-4 network: physical layout, connected devices, live snapshot of network protocol performance and topology of the targeted network. The report summarizes the findings, identifies any issues with existing configurations and provides recommendations to optimize the network.

Specific goals:

- Analyze protocols, multicast, and QoS (Quality of Service) to probe for performance issues
- Discover the network architecture and protocols in use and provide reports that can assist with configuration standardization, troubleshooting and resolution
- Analyze captured data and develop list of recommendations to optimize the network with detailed remedial steps

Business Challenge: No matter how skilled the troubleshooter, quick access to key network information is critical. In order to properly diagnose a network problem, engineers usually lack up-to-date and reliable documentation and rely primarily on the command line interface (CLI) to access this information. This approach forces engineers to collect data one command at a time - for a single device or interface. Troubleshooting and performance optimization is largely a manual and time-consuming process. Using sophisticated tools, Dell can quickly view design information, analyze bandwidth bottlenecks and probe device performance to determine the best route to optimize the network.

This “live” engineering documentation process involves specialized diagnostic tools that can:

- Automatically discover network elements and configuration while continuously capturing data during the monitoring period
- Visually analyze key performance parameters through a ‘HeatMap’ view of the network
- Compare the current baseline to a previous baseline and find changes in configuration, routing, and spanning-tree tables to expedite troubleshooting of protocols, QoS, and multicasting

Service will include: (Available as onsite or remote service if VPN access is provided. Details in the “Customer Responsibilities” section.)

The Network Optimization Assessment includes everything from the Network Topology Assessment above plus the following added diagnostic services:

- Overall Health Check - Review live bandwidth as well CPU/memory utilization, delay, and more
- Interface Diagnosis - Review interface errors and configuration discrepancies
- Multicasting Diagnosis - Map multicasting trees and review live multicasting packet performance
- QoS Diagnosis - Review relevant QoS configuration and packet drops
- Routing Diagnosis – Review routing protocols and routing neighbor status and adjacencies
Figure above: example of Network Optimization Assessment diagram

Figure above: example of Network Optimization Assessment diagram showing NetFlow traffic

Filter malicious traffic with NetFlow

Visualize NetFlow traffic
**Application Performance Assessment**

**Overview:** This assessment redefines how companies visualize, monitor, report, and troubleshoot application performance by combining user experience, network metrics, and application data itself into a comprehensive view. Historical traffic analysis of the targeted Layer 5-7 applications can be captured as data passes through VM and WAN/LAN networks. Now operational teams can analyze a single source of truth to accelerate troubleshooting and optimize infrastructure. The comprehensive report summarizes the findings, identifies any issues and provides the guidance to optimize the applications and/or infrastructure itself.

**Specific goals:**
- Identify application performance issues with actionable intelligence
- View traffic from server to end-user to uncover latency issues and poor user experience
- Provide key stakeholders with critical metrics and meaningful data
- Make recommendations to improve performance using data analyzed
- Develop a list of steps to remediate issues found during the assessment
- Identify server and application coding or design issues (Custom service request only)

**Business Challenge:** Effectively managing application performance in today’s hybrid enterprise requires deep and broad visibility across complex networks and hosting environments. Yet many enterprises take a fragmented approach to managing applications relying on a variety of tools, often from different vendors, to monitor and troubleshoot application performance. This leaves the IT organization stuck in silos—each team with a different perspective of the issue.

Without a central view to collaborate and share data across these teams, IT engineers can spend a significant amount of time analyzing data and performance metrics, and ultimately arrive at different and often conflicting conclusions about the cause of performance problems. The result is the creation of a “war room,” where resources are drained from strategic initiatives, valuable time is wasted pointing fingers, and stakeholders are unable to get status on critical application performance.

**Service will include:**

**Review of existing environment**

- Document customer’s concerns and target appropriate areas for analysis
- Baseline the existing server/application architecture and evaluate customer’s current available toolsets and determine if additional tools will be required to perform a thorough analysis
- Review current WAN/LAN network/application/VM documentation (diagrams, architectural designs, procedures, etc.) to deploy packet capture appliance as appropriate

**Analyze the environment for issues:**

- Perform data analysis using toolsets as established above
- Collect data and create a “hit list” of issues discovered
- Analyze captured data to develop recommendations and remedial steps

**Specific deliverables**

- Comprehensive environment specific reports provided for the period of time data was collected
- Periodic status updates and noted concerns during the data capture and analysis
- Project specific analysis and actionable recommendations presented to stakeholders in the appropriate format
Figure above: Application inventory showing inbound / outbound throughput, connection requests and server response times.

Figure above: Graph reflects critical server performance metrics pertaining to Data Transfer Time and Server Response Time.
Figure above: Detailed graphs uncover TCP level delays and issues.

Figure above: The Application Performance Assessment provides in depth historical analytics to view performance over time. This type of assessment is ideal for monitoring a variety of applications such as the Microsoft suite, java.net apps, databases or home grown software applications. This particular chart above details Web site performance and URL analysis.
The Transaction Details Report provides software developers with details to analyze application code and pinpoint transaction issues, using tracing capabilities. This unique report and custom service from Dell can help developers troubleshoot and improve the quality and performance of their software. Essentially you are able to look at the code and how it performs while it's running in a production environment.
Terms & Conditions

This Service Description is entered between you, the customer (“you” or “Customer”), and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer’s separate signed master services agreement with Dell that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer’s location, this Service is provided subject to and governed by either Dell’s Commercial Terms of Sale or Dell’s standard Customer Master Services Agreement (as applicable, the “Agreement”). To the extent that any terms of this Service Description conflict with any terms of the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.

Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms. Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at www.dell.com/servicedescriptions/global.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the “I Agree” button or box or similar on the Dell.com website in connection with your purchase or within a Dell software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case “you” or “Customer” shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.
<table>
<thead>
<tr>
<th>Customer Location</th>
<th>Terms &amp; Conditions Applicable to Your Purchase of Dell Services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Customers Purchasing Dell Services Directly From Dell</td>
</tr>
<tr>
<td>United States</td>
<td><a href="http://www.dell.com/CTS">www.dell.com/CTS</a></td>
</tr>
<tr>
<td>Canada</td>
<td><a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English)</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)</td>
</tr>
<tr>
<td>Asia-Pacific-Japan</td>
<td>Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicedescriptions/global">www.dell.com/servicedescriptions/global</a>*</td>
</tr>
<tr>
<td>Europe, Middle East, &amp; Africa</td>
<td>Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/servicedescriptions/global">www.dell.com/servicedescriptions/global</a>*</td>
</tr>
</tbody>
</table>

* Customers may access their local [www.dell.com](http://www.dell.com) website by simply accessing [www.dell.com](http://www.dell.com) from a computer connected to the Internet within their locality or by choosing among the options at Dell’s “Choose a Region/Country” website available at [http://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen](http://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen).
Service Delivery Considerations

Service Hours

A Dell representative will contact the Customer to schedule Service, allowing for a reasonable lead time prior to the start of the Service based upon mutually agreed upon resource availability. Service will be provided during normal Dell business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise below. Any activities outside of normal Dell business hours will be subject to an additional charge. No activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Dell project manager.

Exceptions to Normal Dell Business Hours

<table>
<thead>
<tr>
<th>Country</th>
<th>Dell business hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of E</td>
<td>7:00 AM to 4:00 PM</td>
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<tr>
<td>Caribbean</td>
<td></td>
</tr>
<tr>
<td>Barbados, Bahamas, Belize, Costa Rica, El Salvador, Grand Cayman,</td>
<td>8:00 AM to 5:00 PM</td>
</tr>
<tr>
<td>Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominica,</td>
<td></td>
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<tr>
<td>Suriname, Turks and Caicos</td>
<td></td>
</tr>
<tr>
<td>Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia,</td>
<td>9:00 AM to 5:00 PM</td>
</tr>
<tr>
<td>Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand</td>
<td></td>
</tr>
<tr>
<td>Argentina, India, Paraguay, Uruguay</td>
<td>9:00 AM to 6:00 PM</td>
</tr>
<tr>
<td>Bolivia</td>
<td>9:00 AM to 7:00 PM</td>
</tr>
<tr>
<td>United Arab Emirates, Kingdom of Saudi Arabia, Qatar, Bahrain, Kuwait,</td>
<td>Sunday to Thursday</td>
</tr>
<tr>
<td>Lebanon, Egypt, Jordan, Oman, Yemen, Iraq</td>
<td>9 AM to 5:30pm PM</td>
</tr>
</tbody>
</table>

Customer may request delivery of services outside of Normal Dell Business Hours i.e. on weeknights, weekends or holidays. If Dell is able to accommodate the request an additional fee will be charged. Contact your account representative for further information.

Delivery Methodologies

Dell delivers services by sending field technicians onsite to do work at customer locations and/or through phone based technicians who provide remote assistance. The specific service purchased typically determines what kind of resources will be engaged to execute the project. Some services are performed solely onsite and some may use both onsite and remote. Specific delivery method will be determined with the customer prior to the engagement.

Service delivered by onsite technicians will be scheduled with customers to accommodate data center access, customer maintenance windows and technician availability. Once this Service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the scheduled date. If Customer reschedules this service within 7 days or less prior to the scheduled date, there will be a rescheduling fee not to exceed 25% of the price for the Services. Any rescheduling of the Service will be confirmed by Customer at least 8 days prior to commencement of the Service.

For services delivered remotely through phone technicians, customers are responsible for ensuring that all components of the solution are physically installed and interconnected per solution or published documentation. If web connect assistance is requested, customer must provide appropriate network access and credentials to Dell to access the solution remotely and perform the work.
Service Exclusions

- This assessment services do not include a fixed scope of deliverables.
- The provision of the Services does not include the development of any intellectual property created solely and specifically for the Customer.
- Consultants are provided with a given skillset for a fixed block of time and will use standard methodologies to maximize usage of their time to work towards the agreed goals. Any activities or services the performance of which would require Dell to work beyond this fixed block of time are outside the scope of this Service Description.
- The terms of this Service Description do not confer on the Customer any warranties which are in addition to the warranties provided under the terms of the Agreement.
- Dell may refuse to provide Services if, in its opinion, providing the Services creates an unreasonable risk to Dell or Dell’s Service providers or is beyond the scope of Services. Dell is not liable for any failure or delay in performance due to any cause beyond its control.

Customer Responsibilities

- Promptly notifying Dell in writing of a) any changes Customer makes to its information technology environment that may impact Dell’s delivery of the Services; and b) if Customer becomes aware that any of the conditions or assumptions made during planning are incorrect.
- Provide technical points-of-contact who have a working knowledge of the data center and enterprise components related to the solution integration (“Technical Contacts”) as applicable.
- Customer must provide access to all required environments for the period of delivery to the Dell consultant with due consideration for desired location.
- Customer must be present or provide a Customer-nominated representative during all planning and review sessions.
- Customer must be running layer 2 discovery protocols (CDP, LLDP, ISDP, etc.) and SNMP with no access list restrictions on all networking devices to be included in the network assessment prior to the consultant arriving onsite to perform the assessment services as this is required for accurate network discovery.
- For remote offer, customer must provide full VPN access to the entire network to be assessed.
- Customer understands that without proper participation (including goal setting) the Technical Consultant cannot work towards meeting Customer’s needs or perform the Service. If Customer does not provide reasonably adequate cooperation in accordance with the foregoing, Dell will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund.
- Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein (collectively, the “Supported Products”), for the purpose of providing these Services. If Customer does not already have that permission, it is Customer’s responsibility to obtain it, at Customer’s expense, before Customer asks Dell to perform these Services.
- Customer will cooperate with and follow the instructions given by any Dell phone analyst or on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.
- Where Services require onsite performance, Customer will provide (at no cost to Dell) free, safe and sufficient access to Customer’s facilities and the Supported Products, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell), if the system does not already include these items.
- Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make periodic backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data.
• DELL WILL HAVE NO LIABILITY FOR:
  • ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
  • LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;
  • DAMAGED OR LOST REMOVABLE MEDIA;
  • THE LOSS OF USE OF A SYSTEM OR NETWORK;
  • AND/OR FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL OR A THIRD-PARTY SERVICE PROVIDER.

• Dell will not be responsible for the restoration or reinstallation of any programs or data.
  • These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers’ warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell’s performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

### Ordering SKUs

Service is available by ordering standard SKUs with defined perimeters. If project is determined to be larger than predefined scope, service can be requested as a custom service order. Scenarios outside the standard service may include: exceeding the number of devices or applications to be assessed, request to extend timeframe, specific testing outside scope, multiple sites, or country locations beyond standard delivery capabilities. Talk to your sales professional for more details.

<table>
<thead>
<tr>
<th>Description</th>
<th>US/Canada</th>
<th>LatAm</th>
<th>Brazil</th>
<th>EMEA</th>
<th>APJ</th>
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<tbody>
<tr>
<td>Network Topology Assessment - Small (up to 150)</td>
<td>973-8603</td>
<td>804-1155</td>
<td>804-1159</td>
<td>683-18591</td>
<td>683-18930</td>
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<tr>
<td>Network Topology Assessment - Medium (up to 500)</td>
<td>973-8604</td>
<td>804-1156</td>
<td>804-1160</td>
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<td>Network Optimization Assessment – Small (up to 100)</td>
<td>804-1153</td>
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<td>804-1161</td>
<td>683-18936</td>
<td>683-18932</td>
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<td>Network Optimization Assessment - Medium (up to 200)</td>
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<td>804-1162</td>
<td>683-18937</td>
<td>683-18933</td>
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<tr>
<td>Application Performance Assessment – Small (2 apps)</td>
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<td>683-18593</td>
<td>Custom</td>
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<tr>
<td>Application Performance Assessment - Medium (5 apps)</td>
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<td>Custom</td>
<td>Custom</td>
<td>683-18594</td>
<td>Custom</td>
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<tr>
<td>Voice-over-IP (VoIP) Readiness Assessment</td>
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<tr>
<td>Network Security Assessment</td>
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<td>Wireless Site Survey</td>
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Note: Remote assessments require customer to provide full VPN access to the entire network to be assessed.