DATABASE

Accurate and efficient data center asset identification is the cornerstone of Avocent MergePoint Infrastructure Explorer database development. Avocent provides inventory resources and service designed to meet unique requirements, including:

- **Onsite Inventory:** Document data center assets and develop the MergePoint Infrastructure Explorer database to include readily, visually, verifiable attributes such as floor-plan layout and required device information. In addition, up to four user-defined attributes may be included.

  - Required device information: A device is a data center asset that requires a shape ID
    - Floor-plan dimensions and attributes
    - Device attributes: Shape ID, manufacturer, model, description, location
  - User attributes such as: IP address, serial number, asset tag, owner, etc.
  - Requires four-weeks advance notice for planning, scheduling and delivery

- **Database Review:** Remote service to review end-user-provided database content and format. Following review, specific guidance is provided regarding changes to meet valid database requirements.

- **Database Configuration:** Remote service to certify end-user-provided database content and format compatibility for MergePoint Infrastructure Explorer import and ongoing management.

- **Device Connectivity:** An optional service to include customer-provided device connectivity, dependencies and specifications.

- **Database Configuration:** Custom engineering service provided to integrate with end-user data resource applications and ongoing service to integrate and manage database attributes.

DEPLOY

Avocent provides technical resources to deploy the MergePoint Infrastructure Explorer application and import the certified database in the specified server environment. Avocent service will verify system operation and provide up to two hours of one-on-one basic usage instruction. Deploy service requires valid database from Onsite Inventory or Database Review service.

SUPPORT

Ongoing MergePoint Infrastructure Explorer support service is required and includes:

- **Software Upgrade Protection:** Access to application and device library updates and upgrades, as well as technical service support. Device library updates are provided within four weeks of valid request. Options include:

  - **Silver -** business-hour (12/5) access to technical service
  - **Gold -** around-the-clock (24/7) access to technical service

CHANGE MANAGEMENT

Onsite data center review and documentation of existing, certified MergePoint Infrastructure Explorer database assets including:

- **Full Asset Verification:** Complete asset verification

- **Limited Spot Check:** Statistically significant asset review and verification for up to 200 devices at a single location

TRAINING

Custom, onsite training courses are developed to meet specific customer requirements.

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