



Firetide Pre-Deployment Professional Services

A Roadmap to Success

Firetide Professional Services supplement your internal capabilities with additional design and deployment expertise, so you can better leverage your available resources. With expert support from Firetide, you can reduce risk, increase confidence in your technical decision-making, and enhance your customer relationships.

Firetide Professional Services, including deployment feasibility walk-through and detailed site surveys ensure the success of your wireless mesh project.

- Firetide wireless mesh engineers ensure projects start off on the right foot with all pertinent details captured for presentation to the end-customer.
- The hassle-free process during deployment saves you time and resources.
- The knowledge transfer that occurs between Firetide and your staff during the on-site survey ensures that the deployment is successful and that your staff understands all aspects of network design and installation.

On-Site Feasibility Walk-Through

1-day network evaluation conducted by a Firetide Certified Mesh Engineer

A feasibility walk-through allows the Firetide engineer to capture all known elements of the project and create a working plan for the engineering on-site survey.

Firetide feasibility walk-through includes:

- Visual inspection of the site to discover potential wireless coverage issues and opportunities, and identify prospective locations for Firetide nodes.
- A documented working plan with an initial estimate of wireless throughput based on visual and ground level assessments.

NOTE: A feasibility walk-through is not a replacement for a detailed engineering on-site survey. Rather, it is intended only to assist the integrator to identify the numbers and types of Firetide products required for the deployment and their possible locations, verifiable only after a detailed site survey has been performed.



Engineering On-Site Survey

Multi-day on-site wireless deployment plan of record conducted by a Firetide Certified Mesh Engineer

The engineering on-site survey provides a complete and convenient solution for deployment of the wireless mesh network.

A Firetide Certified Engineer captures all facets of site readiness analysis to make sure the network is properly configured and provisioned.

A Firetide engineering on-site survey provides you with a wireless deployment plan of record and includes:

- Discussion of project scope and deliverables
- Verification of existing network infrastructure
- Digital photographic documentation of the site
- Testing for rogue access points and mesh nodes
- Validation of all access points and mesh nodes locations for wireless links and throughput



- Documentation of mounting locations and access to the locations
- Creation of a RF channel plan
- Identification of any areas of concern (RF, network, physical limitations, etc.)
- Production and delivery of a "Wireless Engagement Book" for the deployment presenting the findings, recommendations, and detailed deployment plan

How to Order

Firetide recommends all Firetide Partners include an on-site feasibility walk-through and on-site survey for all Firetide wireless deployments. The walk-through and on-site survey can either be performed by you or by Firetide.

Firetide Professional Services are based on a daily rate and the number of days required.

Feasibility Walk-Through

A Firetide feasibility walk-through can be completed in 1 day.

Example:

Estimated 4 node deployment

Qty Part Number Description

1 #3200-8010* On-Site Technical Support

Engineering On-Site Survey

An engineering on-site survey requires extensive preparation and analysis of the proposed deployment.

To successfully order the engineering on-site survey:

- Estimate the number of nodes required for the deployment.
- Determine the number of days needed using the Firetide Ordering Guidelines.
- Order number of days needed for the #3200-8010.

Example:

Estimated 10 node deployment

Qty Part Number Description

4 #3200-8010* On-Site Technical Support

How Ordering Process Works

- Partner provides Site Survey checklist documents.
- Firetide provides a quote.
- Partner places an order for Firetide Professional Services with a Firetide distributor.
- Firetide distributor accepts the order and places a corresponding order with Firetide.
- Upon receipt of valid PO from the distributor, Firetide sends Firetide Professional Services“engagement information and Firetide sales order number” to the Partner and copies Firetide Professional Services and the distributor.

Upon receipt of the Firetide Confirmation, with Firetide SO# and initial engagement information, Partner and Firetide Professional Services agree on date(s) to perform the on-site feasibility walk-through and on-site survey.

The Firetide Confirmation includes:

- Firetide SO#**
- On-site Engagement Information

* Note: Firetide Professional Services exclude related Travel & Expenses, which will be billed to the Partner at actual cost.

** Note: The Firetide SO# is required by Firetide Professional Services and must be issued prior to project start.

Ordering Guidelines¹

On-Site Walk-Through		
Part Number	# of Nodes	# of Days
3200-8010	Any	1

Engineering On-Site Survey		
Part Number	# of Nodes	# of Days
3200-8010	2 – 5	2
3200-8010	6 – 11	4
3200-8010	12 – 18	6
3200-8010	19 – 25	8
3200-8010	26+	Quote

¹ This matrix is a general guide. The actual number of on-site days required may vary.

² Related travel and expenses will be billed separately.

Firetide Wireless Mesh Products



Mesh Nodes

HotPort Indoor, Mobile, & Outdoor Mesh Nodes



Access Points

HotPoint Indoor & Outdoor Access Points



CPE

HotClient Indoor & Outdoor Customer Premises Equipment



Software

HotView & HotView Pro, Firetide Mobility Controller, Firetide WLAN Controller



Accessories

Antennas, Mounting Kits, Cables, etc.



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