



F5 Resident Services: Experts Focused on Your Business Goals and Operations



KEY BENEFITS

Extend your F5 expertise

F5 can help you expand your team's application delivery and application security expertise. F5 experts will aid you with architecture, deployments, operations, and optimizing your F5 solutions.

Establish standards

F5 recommended practices establish standards that will propel your team to enable faster troubleshooting and configuration deployments that can enable automation of your F5 solution.

Flexible staffing needs

Resident Services provides supplemental staffing requirements to help organizations improve operational efficiency. Our experts offer a variety of service options, with broad experience and domain expertise.

Duration-based services

Not sure what type of assistance you need? F5 can provide flexible options, based on any duration, for resources that support architecture, migration, operations, and optimization.

Removes complexity of defining activities

F5 experts are deeply experienced in automating complex operational processes, reducing reliance on manual actions.

Increase operational efficiency

After evaluating the processes utilized to perform activities related to your F5 solution(s), our experts will provide recommendations for improving operational efficiencies.

Having subject matter experts when needed is a vital business strategy.

As a valued partner, we offer resources and expertise to support your in-house IT team and help you fully leverage your F5 solutions. Together, we can put the right solution in place at the right time, with the appropriate skills and expertise.

F5 Resident Services provides you with the extended team expertise you need, when you need it, so your in-house teams can focus on critical business priorities while our F5 experts optimize the technology you need to reach your business goals.

Resident Services experts are highly trained professionals who get to know your processes and procedures, interacting with your staff and systems to become an effective extension of your staff.

F5 offers multiple resident service options to fit your resource requirements. The service options available include Fixed Duration Services, Designated Engineer Service (DES), Designated Engineer Service Plus (DES+), and custom solutions.

Fixed Duration Services

With our Fixed Duration Services you can choose to engage an F5 expert for the duration of three (3), six (6), or twelve (12) months. While the duration is pre-determined, the activities to be performed can be fully defined or you can direct our experts to meet your business goals and they will take the actions necessary to define a solution or assist you with the operations of your existing F5 solution(s).

Designated Engineer Service

The F5 designated engineer is a shared resource who delivers similar services to a maximum of six (6) DES customers. The engineer's time is monitored and managed within clear guidelines to provide a practical and beneficial outcome for all.

They work with your team to assess your needs and expectations and agree on a plan of activities designed to optimize your F5 investments and address issues related to F5 products.

Learn more about [DES](#)

Designated Engineer Service Plus

DES+ provides you with an F5 expert who delivers the necessary skills and knowledge when and where it most benefits you. This expert is a shared resource who simultaneously delivers similar DES+ engagements for a maximum of three (3) customers. Their time is monitored and managed within clear guidelines to provide a practical and beneficial outcome for all.

They work with your staff to understand of your specific needs and expectations, and develop a plan of action to help prevent F5-related issues from arising and resolve any issues as quickly as possible when they do occur.

Learn more about [DES+](#)

Custom Solutions

If you need F5 expertise, but you are unsure of exactly what activities you need and for how long, F5 will partner with you to establish a resident services plan that meets your business and technical needs.

Why F5 Professional Services?

The world's largest businesses, service providers, government entities, and consumer brands rely on the F5 intelligent services framework to secure and deliver their applications and services. The mission of F5 Professional Services is to simplify the deployment and management of F5 solutions while maximizing the value of your F5 product investment throughout its lifecycle.

Next Steps

Find out how F5 Resident Services can enable you to achieve your business and technical goals.

[Contact F5 Professional Services](#)

