

# LoadMaster Onboarding Professional Services

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## PROFESSIONAL SERVICES

### SUPPORTED TASKS

#### Audit & Inspection Services

##### Admin Services

##### Knowledge Transfer

## LoadMaster Onboarding Professional Services

Progress® Kemp® LoadMaster® Onboarding Professional Services (SKU: LoadMaster Onboarding Professional Services) provides **4 hours** of remote consulting delivered by the Professional Services team. This service is specifically designed for pre-production optimization and best-practice validation for overall deployment success.

### Audit & Inspection Services

**Virtual Services Inspection:** A detailed review of Virtual Service configurations for optimal delivery and performance.

**High Availability (HA) Review:** Validation of HA configurations and best-practice settings for environment resiliency.

**Log Analysis:** Expert review and analysis of system logs to assist with troubleshooting and optimization guidance.

**Web Application Firewall:** A focused review of Web Application Firewall (WAF) log files and configurations to validate rule compatibility and security posture.

**Edge Security Pack:** A specialized audit of the Edge Security Pack (ESP) settings, including SSO and authentication protocols.

**Global Server Load Balancing:** A best-practice inspection of GEO Load Balancing (GSLB) configurations for site-to-site resiliency and optimal traffic distribution.

**Security Hardening:** Provision of security recommendations and hardening of the LoadMaster instance.

**LoadMaster 360:** An expert review of Progress® LoadMaster® 360 configuration to enhance performance, visibility, and security.

### Admin Services

**SMTP Alerting:** Review of mail transport settings so critical system alerts are successfully dispatched.

**Syslog Configuration:** Audit of remote logging configurations so system events are properly exported to external collectors.

**SNMP Configuration:** Validation of Simple Network Management Protocol (SNMP) settings for integration with monitoring and management platforms.

### Knowledge Transfer

**Knowledge Transfer:** A formal review of the current implementation against standardized engineering best practices.

The Services are subject to the terms and conditions of the Professional Services Agreement set forth at <https://www.progress.com/legal> (“Agreement”). Service Provider will be the Progress entity that accepts and processes the order for the Services and may be referred to in the Agreement and herein as “Service Provider”, “we”, “us”, or “our”; Client will be the individual or entity for whom the Services are being ordered and may be referred to in the Agreement and herein and therein as “Client”, “you”, or “your”. Any defined terms referenced but not defined herein will have the meaning as set forth in the Agreement.

You will have 6 months from our invoice date (please note that if you are purchasing through a reseller/distributor, this will be the date of our invoice sent to the entity ordering the services from us) to make use of the 4 hours of service purchased, and any unused hours at the end of said period will expire. If the 4 hours of service are fully depleted and additional Progress Professional Services resource time is required to assist you with the completion of any of the tasks outlined above, then such additional time will be subject to a separate purchase. A resource will be assigned to the project and will engage during their local business hours’ time zone.






The Services will be delivered by us or our Affiliate remotely unless otherwise expressly agreed in writing by an authorized representative of Service Provider or its Affiliate. If we agree or our Affiliate agrees, as applicable, to provide all or any portion of the Services at your location, you will reimburse us or our Affiliate for any and all actual expenses incurred in performing such Services including travel and living expenses, in accordance with the terms of the Agreement.



Talk to us about advanced services:  
[kemptechnologies.com/contact](https://kemptechnologies.com/contact)

## About Progress

Dedicated to propelling business forward in a technology-driven world, [Progress](https://www.progress.com) (Nasdaq: PRGS) helps businesses drive faster cycles of innovation, fuel momentum and accelerate their path to success. As the trusted provider of the best products to develop, deploy and manage high-impact applications, Progress enables customers to develop the applications and experiences they need, deploy where and how they want and manage it all safely and securely. Hundreds of thousands of enterprises, including 1,700 software companies and 3.5 million developers, depend on Progress to achieve their goals—with confidence. Learn more at [www.progress.com](https://www.progress.com).

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