

F5 NGINX

F5 NGINX Designated Engineer



F5 Professional Services

Our customer is at the center of everything we do.

We provide services and programs to guide, nurture, and ensure success.



NGINX Designated Engineer Program

F5 NGINX Designated Engineer (DE)

An F5 Designated Engineer in the NGINX Professional Services team is a highly skilled professional with a broad and deep understanding of NGINX, capable of delivering successful outcomes to clients through a combination of expertise, intellectual property, methodologies, repeatable patterns, and mentoring.

Designed Engineer – (DE) Value Benefits:

- 1. Direct Access to a Designated Technical Resource from The F5 Professional Services Team:** Participants in the program gain direct access to a technical resource from the core NGINX team who has deep experience across industries and use cases and the full NGINX suite of products.
- 2. Solution and Best Practice Recommendations:** The program offers recommendations for architecture, performance, and security based on the extensive experience of the NGINX professional services team. This will be valuable in optimizing NGINX solutions.
- 3. Future-Proofing NGINX Solutions:** The program aims to help "future proof" NGINX solutions by providing knowledge and expertise that ensure the sustainability and growth of your NGINX implementations.
- 4. Proactive Planning and Technical Reviews:** The program includes proactive planning and technical reviews, focus on strategic planning and assessments to ensure the effectiveness of NGINX solutions.
- 5. Direct Access to F5 NGINX Product & Engineering Teams:** The DE has direct access to the F5 NGINX Product & Engineering Teams. This allows engagement with the team for discussions on roadmaps, use case expansion, and aligning with the evolution of F5's NGINX suite.
- 6. Collaboration with F5 Support Team:** The DE also works with the F5 Support Team to ensure a holistic customer support experience and is updated on latest NGINX versions, security bulletins & hot fixes in real-time. This collaboration ensures a comprehensive approach to addressing customer needs and challenges.
- 7. Time Dedication:** The DE program provides dedicated time to focus on NGINX products, up to 2 days per week in four hour block increments or approximately 60 hours per month. The time is not on demand and should be scheduled in coordination with the Designated Engineer.
- 8. Coordination for Off-Hours Support:** While the primary time is standard business hours, there is flexibility for off-hours support with advance notice. The coordination for off-hours support is subject to specific conditions, including working in no less than 4-hour increments for up to 8-12 After Hours per term. The coordination for off-hours support is subject to specific conditions, including working in no less than 4-hour increments. After Hours can be purchased separately.
- 9. Encouraging Transparency and Scheduling:** The program encourages transparency between the customer and the Designated Engineer for scheduling events and working sessions. It emphasizes that this is not on-demand support, not available 24 hours or on weekends (unless schedules in advance)
- 10. No Statement of Work (SOW) Signature is required to schedule.** Just need a Purchase Order to schedule the DE.
- 11. Choose term of 3, 6 or 12 months –** The Designated Engineer program offers three prepaid term durations to fit the customer's budget and term requirements.





NGINX®

