Introduction to the ExtremeCloud™ SD-WAN Solution

ExtremeCloud SD-WAN is a cloud-native SD-WAN platform, unifying networking and security operations through a simple-to-use management, seamlessly integrated into ExtremeCloud™ IQ. Cloud-native SD-WAN means workloads are automatically secure, high performing, and reliably available to any user anywhere in the world. IT can focus on innovation and digital experiences, instead of just maintenance, release cycles, and starts. Users are more productive and IT can sleep at night.

ExtremeCloud SD-WAN is designed to deliver different workloads and applications faster and more securely across WAN and multi-cloud environments, focusing on three principal areas:

- **Automated connectivity:** build your SD-WAN from ground up, fast, risk free, and while maintaining low total cost of ownership (TCO). Benefit from flexible deployment modes and zero-touch provisioning with transparent/hybrid deployment topology.

- **Business continuity and resiliency:** guarantee site resiliency through multiple WAN network support and high availability SD-WAN appliances. Enforce Application Performance in site-site and site-cloud traffic scenarios, detect applications automatically, and apply performance-based dynamic WAN Selection.

- **Always up-to-date security:** secure your SD-WAN Sites, fast and while optimizing TCO. Leverage a set of always up-to-date advanced networking technologies, including FWaaS and SWG, delivered as-a-cloud-service.

Delivering on the promise of Extreme Networks Infinite Enterprise vision, ExtremeCloud SD-WAN platform is:

- **Infinitely distributed:** in the post-pandemic world, the number of users, devices, locations, and applications under management have exploded exponentially. Legacy security models are no longer effective in addressing this evolved IT environment. With ExtremeCloud SD-WAN, you will be able to extend your Extreme network connectivity securely for infinite distribution.

- **At scale:** ExtremeCloud SD-WAN Enterprise simplifies customers' onboarding of SD-WAN into their network administration by leveraging the unified ExtremeCloud architecture.
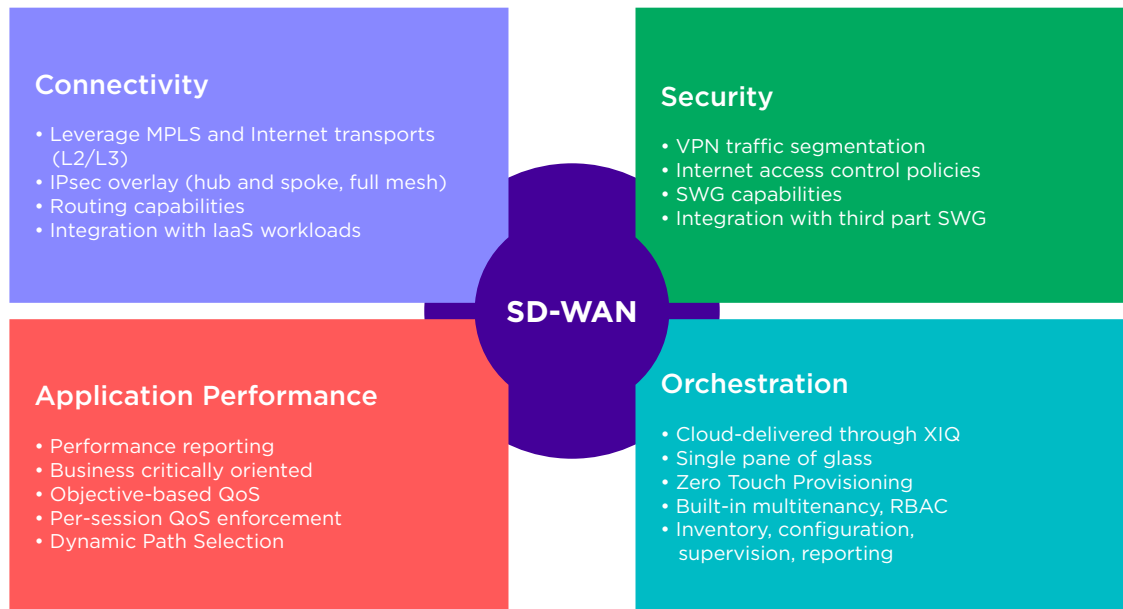
ExtremeCloud SD-WAN is the market-first "all-inclusive" SD-WAN Service in a subscription only model, offering an immediate benefit of optimized TCO by including:

- The SD-WAN Appliance with Support and Maintenance in the Subscription, which reduces the TCO compared to pure-play SD-WAN solutions on the market.

- Customer Success offering helps to achieve strategic goals and targeted business outcomes.

- Integration into the ExtremeCloud IQ environment and including SD-WAN Orchestrator by default in the subscription. This customers extend their networking ecosystem end-to-end from branch into data center and finally into the Cloud, all from a single vendor while leveraging cloud-economics.

- Well-tailored offering structure comprising an affordable Enterprise Package, designed to cover basic SD-WAN functionality. This is complemented by a range of Add-on Packages, delivering advanced networking features (e.g., Advanced Security, WAN Optimization, Enhance Reporting).

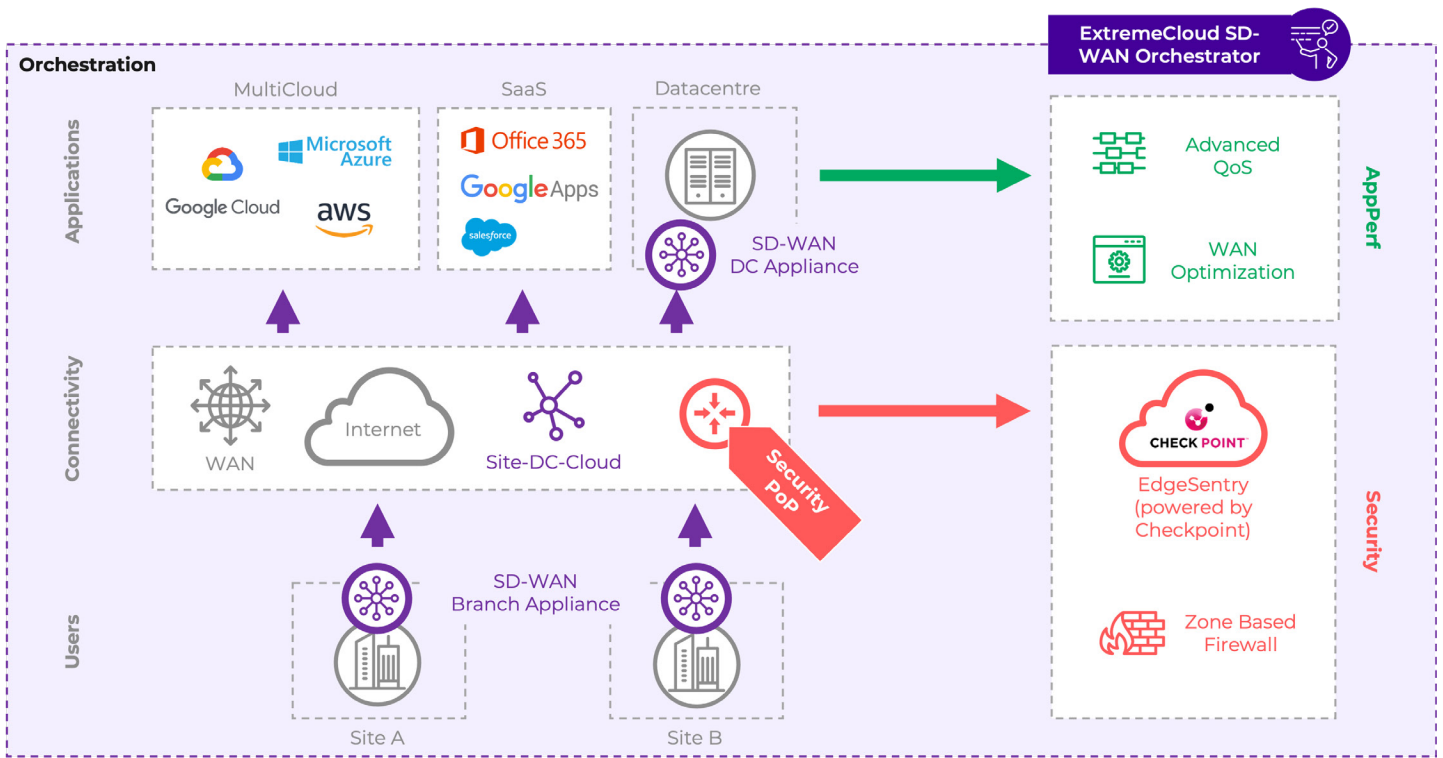# ExtremeCloud SD-WAN: Architecture and Feature-set Designed for Transformation

In 2020, organizations had to completely rethink how to keep business connected. ExtremeCloud SD-WAN is designed to give the customer network agility and cloud-first capabilities required to transform how customers, teams and businesses connect. All of this delivered in a frictionless, at-your-pace WAN evolution motion.

To address those key priorities, ExtremeCloud SD-WAN solution is equipped with a robust feature set:

Connectivity
- Leverage MPLS and Internet transports (L2/L3)
- IPsec overlay (hub and spoke, full mesh)
- Routing capabilities
- Integration with IaaS workloads

Security
- VPN traffic segmentation
- Internet access control policies
- SWG capabilities
- Integration with third part SWG

SD-WAN

Application Performance
- Performance reporting
- Business critically oriented
- Objective-based QoS
- Per-session QoS enforcement
- Dynamic Path Selection

Orchestration
- Cloud-delivered through XIQ
- Single pane of glass
- Zero Touch Provisioning
- Built-in multitenancy, RBAC
- Inventory, configuration, supervision, reporting

Delivered based on a cloud-native system architecture, ExtremeCloud SD-WAN closely integrates a key set of solution components:

- **ExtremeCloud SD-WAN Orchestrator**, cloud-hosted and part of ExtremeCloud IQ, providing a single pane of glass interface for configuration and policy definition across entire WAN. Policy includes SD-WAN appliances, SD-WAN topology, security profiles and multi-cloud on-ramp rules. All of this topped with end-to-end Quality of Experience (QoE) policy enforcement and application performance reporting.

- **Hardware SD-WAN Appliances** offering a range of deployment modes (routed, route/bridge hybrid, bridge) and site resiliency features designed to ensure a risk-free SD-WAN technology introduction.

- **Site-DC-IaaS connectivity** established over any WAN transport, creating flexible secure overlay topologies including hub and spoke and full mesh or remote connections to public clouds; Proprietary **Dynamic WAN Selection** algorithm is used to distribute the traffic across different transport networks, based on the application performance driven **Experience Quality Score.**

- **Full security stack** featuring a **Zone-Based Firewall** used for VPN traffic segmentation and Internet traffic steering (direct to internet, backhauling in DC, web gateways) and cloud-based advanced networking platform **EdgeSentry** (powered by Check Point) designed to bolster Site-based security using FWaaS and SWG (including Web filtering, HTTPs inspection, DLP, and more).

- Unrivaled **Application Performance** including layer 7 **Application Performance Monitoring** analyzing all application flows traversing the SD-WAN overlay, an **Application Performance Guarantee** algorithm enforcing an advanced, end-to-end, per-session QoS across the entire SD-WAN and **WAN optimization** for usage on highly congested networks; Application Performance specific data is immediately available for Customer analysis in the SD-WAN Orchestrator Reporting Module.

ExtremeCloud SD-WAN Top-Level Architecture

Overview of the ExtremeCloud SD-WAN Components

	Features	Description
Orchestration	Cloud-native	Cloud hosted and managed by Extreme Networks, integrated with ExtremeCloud IQ, natively multi-tenant, multiple tenant levels
	Secure communications	https, TLSv2, mutual authentication, secure device enrollment
	User Access Control	per user RBAC, suited for flexible delivery models, managed service vs DIY
	Azure hosted	Azure firewall, Azure security audit toolset, Azure resiliency implementation
	Integration	RESTful Alerting API
	Licensing	Subscription (flexible term)
SD-WAN Appliance	Zero Touch Provisioning	secure SD-WAN Appliance inventory, per device SN-based enrollment
	Branch Office	50Mbps-250Mbps
	Datacenter	500Mbps-2Gbps
	HA	VRRP, OSPF, BGP, L2 proprietary synchronization
	Networking and Routing	DHCP client, DHCP relay, NAT, VLANs, BGP, OSPF, static routes, BFD, DPD, local preferences
	Physical Connectivity	GE 10/100/1000 base-T, 10G base SR/LR, optical, copper
Connectivity	Multiple Site deployment modes	Full-routed, bridge-routed hybrid, full-bridged
	Transparent L2 connectivity	Bridge mode, fail to wire (HW model dependent), Link State Propagation
	Automated Hub and Spoke topology	IPsec IKEv2, automatic tunnels setup between spokes and hubs
	Automated full-mesh topology	(Coming soon): automatic tunnels setup between Sites
		IPsec IKEv2, manual hub interconnection, manual site-to-site shortcut, manual site-to-IaaS

Overview of the ExtremeCloud SD-WAN Components (cont.)

	Features	Description
Security	EdgeSentry	
	(advanced Internet Security)	IPsec IKEv2, Threat Prevention, Access control policies, HTTPS Inspection, logs and reporting, IPS, Antivirus, Antibot, powered by Check Point
	Direct to Internet	Stateful firewall, NAT, log export, local port forwarding
	Zone Based Firewall	L3 VPN segmentation, Internet Traffic policies with application granularity
	Compatibility with external WSG	IPsec IKEv2, ZScaler Internet Access, Symantec WSS, Palo Alto Prisma Access
Application Performance	Application recognition	4000+ SaaS applications, DPI dictionary, custom L3-L7 applications definition
	Dynamic WAN Selection	per session, based on network performance versus application-specific requirements and application criticality
	Control	per session prioritization, based on application-specific requirements and application criticality
	Flexible reporting	comprehensive dynamic reports from technical troubleshooting to business level governance, with flexible data retention period (Enhanced Reporting)
	WAN Optimization	compression, SSL optimization

SD-WAN Orchestrator

The Orchestrator is a cloud-hosted component of the ExtremeCloud SD-WAN solution, operated by Extreme.

Its role is to manage and operate the entire ExtremeCloud SD-WAN solution. It provides a multi-tenant, single-pane-of-glass configuration and the management of the system and offers visibility and reporting over the customer network usage and performance. It does not participate n itraffic forwarding.

SD-WAN Appliance

The service is locally delivered by edge platforms deployed in the customer's premises called SD-WAN Appliances. These are proprietary hardware appliances deployed on site, between the WAN devices and the LAN switch. SD-WAN Appliances are provided by Extreme, as part of the ExtremeCloud SD-WAN solution.

Deployment modes include a broad range of options from a pure bridge mode (e.g., for Application Performance over MPLS use cases), to full SD-WAN router with comprehensive networking, routing, overlay and security capabilities, as well as a unique hybrid routed/bridge being a mix of both. A wide range of combinations of the above capabilities, applicable to a single Site, is fully configurable from the Orchestrator.

ExtremeCloud SD-WAN offers a range of SD-WAN appliances, presenting a common set of software capabilities, differentiated by performance metrics and connectivity capabilities. Appliances are associated firmly to specific Enterprise Packages and divided into two primary usage groups based on the designation towards Branch or Data Center.

SD-WAN Appliance for Branch Offices - Technical Specifications

Model	ipe-30so	ipe-30ax	ipe-40ax-v2
WAN interfaces	3x GE 10/100/1000Base-TX		
LAN Interfaces	1x GE 10/100/1000Base-TX		2x GE 10/100/1000Base-TX
Bypass (Fail-to-wire)	1 interface pair		2 interface pairs
Link State Propagation	Yes		
WAN Interface Operation	Bridged, Routed		
Application Performance	Visibility, Control, Dynamic WAN Selection, Cloud Application Database (6000+ Applications)		
WAN Optimization		Compression, Deduplication, incl. https	
Network and Routing	IPv4: Static, BGP, BFD, local preferences, OSPF, DHCP Relay, DHCP Client, NAT		
Security	Full Internet security (with EdgeSentry), Direct to Internet, Stateful Firewall, Zone Based Firewall, Web Security Gateways		
Overlay	IPsec based, Full-mesh, automated Hub and Spoke topology with manual Spoke-to-Spoke and Hub-to-Hub shortcuts, external VPN Gateway support		
High Availability	VRRP for routed mode, proprietary for hybrid and bridge mode		
Recommended Users	up to 100	up to 100	up to 300

SD-WAN Appliance for DC - Technical Specifications

Model	ipe-420ax	ipe-2oooax-T	ipe-2000ax-SR-10G ipe-2000ax-LR-10G
WAN interfaces	3x GE 10/100/1000Base-TX	3x GE 10/100/1000Base-TX	3x GE 10GBase-SR/LR LC
LAN Interfaces	2x GE 10/100/1000Base-TX	2x GE 10/100/1000Base-TX	2x 10GBase-SR/LR LC
Bypass (Fail-to-wire)	2 interface pairs		
Link State Propagation	Yes		
WAN Interface Operation	Bridged, Routed		
Application Performance	Visibility, Control, Dynamic WAN Selection, Cloud Application Database (6000+ Applications)		
WAN Optimization	Compression, Deduplication, incl. https		
Networking and Routing	IPv4: Static, BGP, BFD, local preferences, OSPF, DHCP Relay, DHCP Client, NAT		
Security	Full Internet security (with EdgeSentry), Direct to Internet, Stateful Firewall, Zone Based Firewall, Web Security Gateways		
Overlay	IPsec based, Full-mesh, automated Hub and Spoke topology with manual Spoke-to-Spoke and Hub-to-Hub shortcuts, external VPN Gateway support		
High Availability	VRRP for routed mode, proprietary for hybrid and bridge mode		
Recommended Users	up to 5000	up to 50,000	up to 50,000

Connectivity

ExtremeCloud SD-WAN provides full connectivity between your sites, Data Center and Infrastructure-as-a-Service (IaaS), with flexible topologies:

- An **automated hub and spoke** topology is available for customer sites in geographical proximity, which do not require site-to-site communications; and do not integrate with MultiCloud. This hub and spoke topology can be completed with site-to-site shortcuts to follow the customer traffic requirements.

- Customers can also integrate remote sites not equipped with SD-WAN Appliances by connecting **third party gateways** with their overlay network.

- **IaaS workloads integration** can also be achieved using site-to-IaaS connections.

All these overlay connectivity options implement IPsec to provide secure application traffic protection.

- In addition to the construction of secure overlays, ExtremeCloud SD-WAN can also leverage the existing MPLS connectivity in a fully transparent manner. Depending on the deployment and configuration, the default gateway may either remain the existing configured router (using bridge capability of the SD-WAN Appliance) or become the SD-WAN Appliance.

ExtremeCloud SD-WAN **Dynamic WAN Selection** feature provides dynamic traffic steering across the different transports to ensure resilience, application performance and cost optimization by leveraging a mix of up to 3 transport networks (MPLS-MPLS, MPLS-Internet or Internet-Internet).

- Selection of the best network access for each application session to maximize application performance, continuity of service, and optimize network utilization.

- End-to-end characteristics of each available network (quality and bandwidth) are considered to determine in real-time the best access for each application session.

- Several selection strategies (fully automated, partially, or totally limited) in order to respect the various policies defined by each company.

This mechanism operates under the control of the Application Performance feature (in charge of dynamic bandwidth allocation for Quality of Service) to better maintain performance of critical applications.

Security

- ExtremeCloud SD-WAN provides advanced security enforcement, both for internal and external communications.

- **Zone-Based Firewal**l, configured at the domain level, implements segmentation of the VPN traffic and steering of the Internet traffic.

- **EdgeSentry** provides advanced Internet Security, including Web App Control (https inspection), URL Filtering, DLP, IPS, Malware protection/Antivirus and Sandboxing (threat emulation). This feature, powered by our partner **Check Point**, is delivered from the cloud, and seamlessly integrates within the ExtremeCloud SD-WAN orchestration.

- ExtremeCloud SD-WAN also provides facilitated Integration with t**hird party Web Security Gateways** providers.

Application Performance

Application Performance Monitoring (Visibility)

The ExtremeCloud SD-WAN System analyzes each packet by providing application recognition and measuring end-to-end performance with different network metrics such as packet loss, delay, jitter, and application metrics such as TCP RTT (Round Trip Time), TCP SRT (Server Response Time) and TCP retransmission rate.

Application Performance Guarantee (Control)

The ExtremeCloud SD-WAN system is goal oriented. It dynamically allocates bandwidth for critical application sessions to reach their performance goals during network congestion.

The Application Control is a global, dynamic QoS solution at the session and at the second. Each session, depending on its criticality and the congestion state of the network, is allocated the bandwidth necessary for its proper functioning.

In case of congestion on remote sites, the SD-WAN Appliances are positioned on the source site and the destination site and coordinate to protect the most critical applications.

Application Reporting

The ExtremeCloud SD-WAN Reporting makes it possible to compare the performance objectives defined at the level of the orchestrator with the actual performance measured on the network. This comparison results in a unique quality indicator: Experience Quality Score (EQS), a metric between 0 and 10 that translates in real time or in a consolidated way the performance of a given application, a site, or a link.

The data are kept for a period of one week in the dashboard. The Application Reporting collects the data and aggregates it for a long-term view (up to 13 months) with the Enhanced Reporting option.

WAN Optimization

The ExtremeCloud SD-WAN solution has all the mechanisms to improve application performance: compression/caching, TCP acceleration for high-latency links, and SSL Optimization for encrypted streams.

All these mechanisms operate under the control of the Application Control feature (in charge of dynamic bandwidth allocation), the only way to better maintain performance of priority applications.

WAN optimization is a system option and requires disk resources (SD-WAN Appliance or disk-based host).

Use Cases

ExtremeCloud SD-WAN is built with Enterprise WAN evolution in mind. It addresses the need to deploy a resilient, cloud-native SD-WAN from ground up, fast and risk-free, while benefiting from low TCO. It also ensures extending an ExtremeCloud IQ solution from the DC to the Branch using an end-to-end Extreme based solution, while leveraging cloud economics.

This paragraph breaks those motions down into specific use cases, presenting possible applications and benefits in both technical and business orientated terms.

Technical Use Cases

Use Case 1: Connectivity
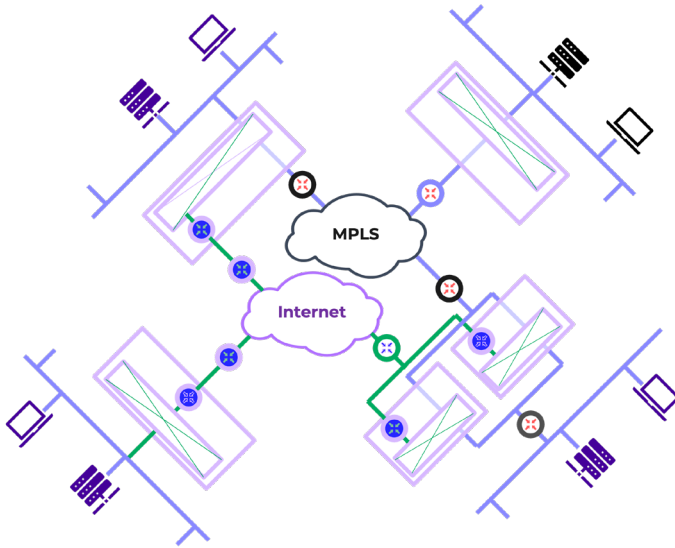
- Build your SD-WAN from the ground up, fast, risk free and while maintaining low TCO.
- Benefit from flexible deployment modes and zero-touch provisioning with transparent/hybrid deployment topology.
- Augment your EXTR stack with SD-WAN, fast from a shared cloud-management.
- Underlying technology: ExtremeCloud IQ, zero-touch provisioning and single pane of glass management, transparent/hybrid deployment topology, Hardware included in Subscription.

Use Case 2: Resiliency
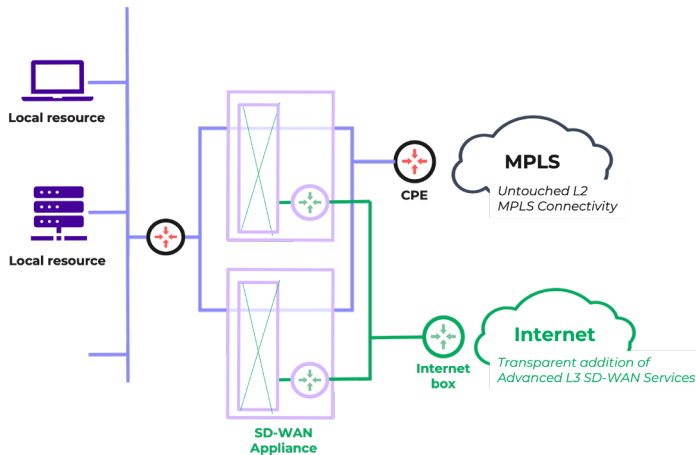
- Guarantee site resiliency through multiple WAN network support and high availability SD-WAN Appliances.
- Guarantee application performance for critical workloads in site-site and site-cloud traffic scenarios, detect applications automatically and condition performance-based dynamic WAN Selection.
- Underlying technology: Dynamic WAN Selection (performance based) + SD-WAN Appliance HA, Application aware (CAD), AppPerf monitoring and guarantee.
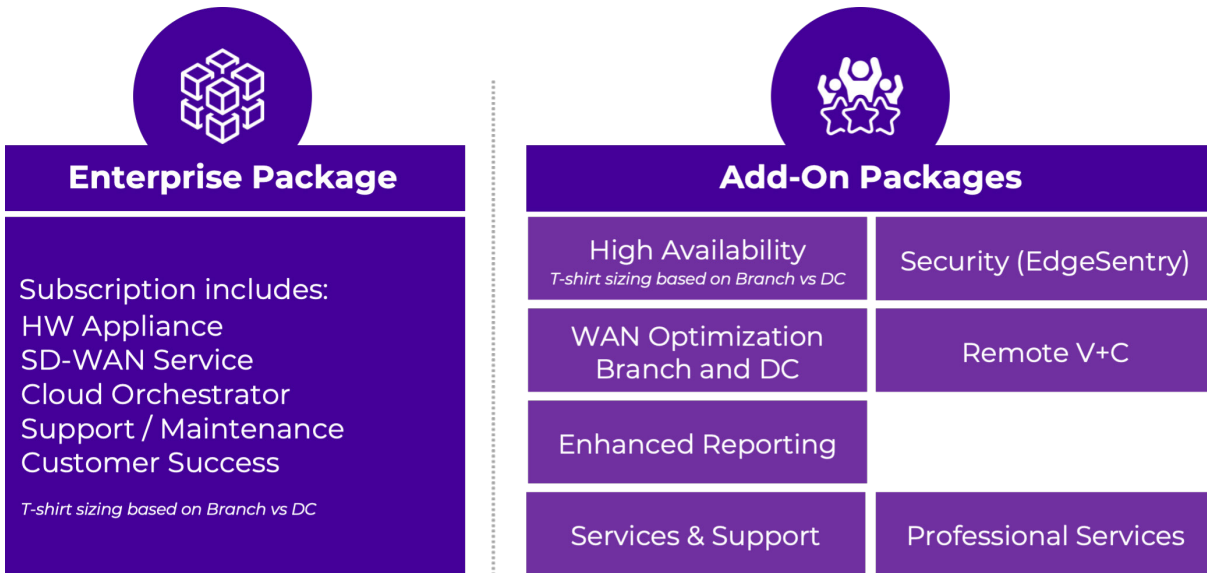
Use Case 3: Security
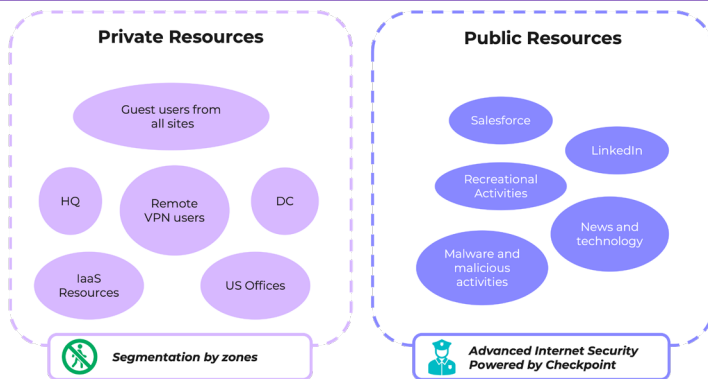
- Secure your SD-WAN Sites, fast and while optimizing TCO.
- Leverage advanced networking technologies of FWaaS and SWG delivered as-a-cloud-service (always up to date).
- Underlying technology: (EdgeSentry, powered by Check Point) deploy cloud based FWaaS/SWG from unified orchestration, without the need to implement physical NGFW at Site.

Business Use Cases

Use Case 4: Reduce Cost

- Deploy cloud-native SD-WAN in 30% less time, through an optimized end-to-end cloud-managed process, including a true zero-touch provisioning process.
- Gain low TCO with subscription model, including CPE as part of t he Service.
- Extending your ExtremeCloud IQ from the data center to the Branch while leveraging cloud economics.

Use Case 5: Increase Revenue

- Enforce WAN network provider agnostic, experience-based business continuity policy, end-to-end across the entire Extreme solution.
- Resiliency based on best user experience vs network metrics.
- Enforcing business continuity and strategic principles into network policy when deploying end-to-end Extreme solution.

Use Case 6: Lower Risk

- Reduce risk and TCO through a centralized, automated and always up-to-date firewall deployment, delivered as part of the SD-WAN project.
- Single pane of glass policy definition in a cloud-based delivery model guaranteeing low TCO.

ExtremeCloud SD-WAN Licensing

ExtremeCloud SD-WAN Licensing structure

Enterprise Package

Subscription includes:
HW Appliance
SD-WAN Service
Cloud Orchestrator
Support / Maintenance
Customer Success

T-shirt sizing based on Branch vs DC

Add-On Packages

High Availability *T-shirt sizing based on Branch vs DC*	Security (EdgeSentry)
WAN Optimization Branch and DC	Remote V+C
Enhanced Reporting	
Services & Support	Professional Services

ExtremeCloud SD-WAN is the market-first "all-inclusive" SD-WAN Service in Subscription only model, structured to offer an immediate benefit of optimized TCO. Commercial offering comprises:

- An affordable Enterprise Package, designed to cover Enterprise SD-WAN functionality.

- Complemented by a range of Add-on Packages, delivering advanced networking features (e.g., Advanced Security, WAN Optimization, Enhance Reporting).

The "all-inclusive" subscription concept is best presented using the example of Enterprise Package, which delivers all components necessary to build an Enterprise SD-WAN network:

- Each Enterprise Package represents an SD-WAN Site and provides the appropriate SD-WAN Appliance as part of subscription.

- Subscription includes the SD-WAN Service Level enabling use of Enterprise SD-WAN functionality.

- SD-WAN Service Level t-shirt size defines what performance/capacity given SD-WAN Site will operate at.

- Enterprise Package, by default, guarantees access to the SD-WAN Orchestrator.

- Support and Maintenance services for any component included in Enterprise Package is also included by default.

- Lastly, ExtremeCloud SD-WAN includes a unique Customer Success service with every Enterprise Package, guaranteeing maximizing value from SD-WAN deployments.

Feature availability in Enterprise Package and Add-on Packages

Feature	XSD-WAN Enterprise
SD-WAN Service Level	•
Cloud Orchestration, ZTP	•
SD-WAN Appliance (Branch or DC)	•
Basic AppPerf	•
Remote V+C	• • •
Cloud Application Database	•
Advanced AppPerf/WANopt	• •
Hight Availability (Site Resiliency)	• •
Hybrid of full-stack deployments (bridge+routed, or fully-routed)	•
Basic Security (ZBF)	•
Advanced Security (EdgeSentry)	• • •
Enhanced Reporting	• • •

• Included per Site   • • Optional per Site   • • • Optional multiSite

Enterprise Package Subscription

Foundational element of any SD-WAN deployment is a Site. ExtremeCloud SD-WAN licensing model recognizes an SD-WAN Site through Enterprise Package subscription:

- One Enterprise Package identifies a single SD-WAN Site.

- There are two main Enterprise Package designations: Branch and DC, suggesting appropriate Site assignment in an SD-WAN network.

- Each Enterprise Package is described by a "t-shirt size" (XS, S, M, L, XL), which specifies the SD-WAN Service Level performance.

- The "t-shirt size" coupled with Branch/DC designation identifies the specific SD-WAN Appliance that will be delivered with a particular Enterprise Package.

- SD-WAN Appliance cannot be sold outside of the assigned Enterprise Package

Enterprise Package subscription term:

- New Subscription: 1, 3 or 5 years fixed term.

- Renewal Term: Flexible (min 1 year).

Deployment flexibility

- Enterprise Packages with different Service Levels and therefore different SD-WAN Appliances can coexist in a single SD-WAN Domain.

- Enterprise Packages with different terms can coexist in a single SD-WAN Domain.

- Enterprise Package can be upgraded to a higher Service Level by ordering a new Enterprise Package.

- Enterprise Package cannot be downgraded.

Enterprise Package Subscription

Service Subscription	SD-WAN Service Level/BW	Subscr. Type	New Subscr. Term	Renewal Term	Associated HW (incl.)
ENT-Branch-XS	XS/50Mbps	Site			ipe-30so
ENT-Branch-S	S/100Mbps	Site			ipe-30ax
ENT-Branch-M	M/250Mbps	Site	1/3/5Y	Flexible (Min 1Y)	ipe-40ax-v2
ENT-DC-S	L/500Mbps	Site			ipe-420ax
ENT-DC-M	XL/1Gbps	Site			ipe-2000ax-T
ENT-DC-L	XL/2Gbps	Site			ipe-2000ax-10G-SR or ipe-2000ax-10G-LR

High Availability Add-on Subscription

On top of the Enterprise Package Service License a High Availability Add-on license can be ordered, delivering the Site Resiliency functionality and forming a High Availability pair:

- High Availability Service License needs to match the paired Enterprise Package Service License, e.g., ENT-HA-Branch-S can be paired only with ENT-Branch-S.

- High Availability Add-on license term needs to match the paired Enterprise Package.

HA Add-On Subscriptions

Service Subscription	Subscr. Type	New Subscr. Term	Renewal Term	HW included
ENT-HA-Branch-XS	Site			Yes
ENT-HA-Branch-S	**Site**			Yes
ENT-HA-Branch-M	**Site**	1/3/5Y	Flexible (Min 1Y)	Yes
ENT-HA-DC-S	**Site**			Yes
ENT-HA-DC-M	**Site**			Yes
ENT-HA-DC-L	**Site**			Yes

Other Add-On Subscriptions

On top of the Site Service License and HA Add-on, optional licenses, providing added value, are available. Top-level rules governing Add-on licenses:

- New Subscription Term: Flexible (min 1 year).
- Renewal Term: Flexible (min 1 year).
- License Type: per-Site or per-Domain (licensed functionality will be available to all Sites in an SD-WAN Domain).
- Stackable licenses: per-Domain licenses are stackable, which means that to increase capacity of a certain licensed feature, more than one can be assigned to an SD-WAN Domain.

Other Add-On Subscriptions

Service Subscription	Subscr. Type	Service Level
ENT-WANOpt-Branch	Site	WAN Optimization add-on for Branch S or M Enterprise Packages, one license per package.
ENT-WANOpt-DC	Site	WAN Optimization add-on for DC S, M or L Enterprise Package, one license per package
ENT-EnhancedReporting-5	Domain	Stackable license Enhanced Reporting functionality inside a Domain. Licensed per number of Sites in a Domain. License covers 5 sites and license stack must reflect all sites in domain.
ENT-Remote-VandC-5	Domain	Stackable license enabling 5 RVC destinations within a Domain with Remote V+C functionality. Licensed per number of configurable RVC destinations.
ENT-EdgeSentry-10	Domain	Stackable 10Mbps license to reach desired BW of EdgeSentry functionality in a Domain. Licensed per volume of traffic processed by EdgeSentry inside a Domain. Must be at least 50Mbps per Domain.
CloudMesh		Not available at 2022-Q2 GA, delivery planned end of 2022

Service Information

ExtremeCloud SD-WAN subscriptions include industry-leading 7x24x365 Global technical support and access to our Technical Support Portal, Next-Business-Day Advance Hardware Replacement (NBD AHR) services, and digital Customer Success.

Customer Success provides content and insights so customers get the most value quickly from their ExtremeCloud SD-WAN subscription. ExtremeCloud SD-WAN Customer Success provides the following value-add access:

- OnDemand Training.
- Prescriptive material to help you onboard quickly.
- Self-Serve Technical Audit to help mitigate future issues.
- Best practice tips on the SD-WAN solution to help you manage your solution.
- Stay focused on your business outcomes with templatized Success Plans.
- Periodic reviews with a Customer Success Advocate to ensure you are on the right path to success.