

© professional services

FCP Services: FCP Knowledge Transfer

Supporting increasingly complex IP network equipment and technologies presents challenges for even the most technically adept organizations. By leveraging specialized resources to deliver necessary knowledge and expertise, it helps ensure that your staff is ready for the challenges your network users bring. Internap® Professional Services is the best resource for preparing your team to maximize the value of the Flow Control Platform solution™ (FCP) solution in your network.

FCP Knowledge Transfer Service Overview

FCP Knowledge Transfer service enables you to derive maximum benefits from the features and functionality of the Internap FCP solution. In addition to case studies and standard presentation materials, training includes material based on your specific implementation. Internap Solutions Architects deliver the training and focus on preparing you to operate the FCP solution.

Training will provide you with a complete product overview, component breakdown and functionality, and documentation on how the FCP solution is implemented in your environment. It also includes information on how to troubleshoot and manage the platform; a complete product set review, including scalability, pricing and case studies; plus an overview of how to generate initial reports and analysis documents.



About Internap Professional Services

Internap Professional Services is designed to help companies build and optimize IP-based networks to meet the specific goals of their businesses. The organization combines a deep understanding of IP route optimization technologies and real-world experience with the industry's leading network- and premise-based solutions to deliver an unprecedented range of skills and capabilities. Enterprises looking to move critical applications to the Internet or to improve the performance of existing IP-based services will benefit from this experienced group of network architects and IP professionals.

The Fundamentals

This introductory course is appropriate if you are new to the FCP solution. It will familiarize you with the basic programming and concepts of the FCP solution. Following this course, you will be able to identify reports, display specific information and use tools to complete specific tasks, including enabling your power user(s) to install, configure, monitor and troubleshoot the FCP solution.

Coursework includes:

- Troubleshooting
- Building cost-performance policies
- On-site review of reports with recommendations related to current ISP transit agreements overall cost and performance policy
- Advanced configuration procedures to create and analyze reports and build cost-performance policies
- Documentation of your custom FCP configuration

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