

# Google Search Appliance Deployment & Support Services



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Deploying and supporting any new appliance in a complex environment can be time consuming and resource intensive. The Google Search Appliance can be easy to use and quick to configure providing you have the right skills and support in place. Your Google Search Appliance's deployment and set up will require planning and management, and may initially demand more technical skills and capacity than is available. Following deployment, in the early stages of usage, there may be an increased need for technical support, which could prove challenging with limited resources. Ongoing support may likewise be a challenge, since responsiveness to users' issues is critical to building and maintaining a positive experience for internal and external audiences. Whether you are a business or IT leader, or a systems integrator or reseller, DecisionOne can support you in the deployment and ongoing technical support of your Google Search Appliance.

## The DecisionOne Solution

DecisionOne's Google Search Appliance Deployment and Support Services are designed to help you cost-effectively and rapidly install and configure your appliance, train your team, and support their continued efforts to broaden the solution across diverse information, documents, and data environments. DecisionOne can help your IT organization manage any Google Mini or Google 1001/5005/8008 deployment — from a departmental pilot, to a large rollout or appliance upgrade.

As a part of the service, DecisionOne provides remote control configuration assistance, which helps you set goals and objectives for your search program, optimizes document licenses, and increases search results relevance. DecisionOne's technical experts will also assist in understanding keywords, exact phrase, and other configuration features of the appliance. One-on-one sessions with our experts provide your staff with the knowledge to plan and design new projects. Our technical experts are available to assist in the deployment, transitions, and ongoing maintenance of your web interaction between you and your customers or end-users.

## Benefits Delivered

Partnering with DecisionOne to be your technical resource for Google Search Appliance deployment and support enables you and your company to realize the following benefits:

- Augmented technical resources that are cost effective and flexible to support you and your customers' needs
- Optimized document management through experienced, professional configuration and deployment
- Increased search relevance while balancing web traffic and bandwidth utilization

Visit us on the web at  
[www.decisionone.com/google\\_deployment\\_services](http://www.decisionone.com/google_deployment_services)

## Services Overview

- **Quick Start Installation & Configuration**
  - Pre- and Post-Crawl Analysis
  - Pre- and Post-Crawl Configuration Planning
- **Training 1:1**
  - Remote One-On-One Sessions
- **Remote Best Practices Support**
  - Document Management
  - Search Relevance
  - Behavior and Document Characteristics
  - Indexing Opportunities and Behavior
  - Content Crawling Opportunities and Behavior

## Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ DecisionOne W-2 technology professionals throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support strategic partnerships with outsourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.