

# Services

## Front Porch Services

Front Porch Digital offers a range of consulting, integration, training and support services backed by our extensive industry experience. We believe that the services and support we provide around our software are just as important as the software itself.

## Knowledge and Experience

You can trust Front Porch Digital to provide you with sound advice and consulting. Our consulting teams include some of the industry's top talent in broadcast entertainment and storage. Front Porch offers a perfect blend of extensive industry experience and deep knowledge of both the vendor and customer sides of the business. Members of our staff bring extensive engineering, development, professional services, implementation, and support experience to the table.

Some specific areas of expertise include:

- Content Storage Management
- File-based data storage
- Archive systems
- Storage area networking
- Video technology and operating environments
- Emerging video formats and transcoding processes
- A wide range of workflow and workload understandings from small to large, complex broadcast and content provider environments

## Front Porch Consulting Services

Whether you are embarking on the initial content storage infrastructure build-out or just need guidance on the performance and efficiency of your current content storage system, Front Porch Digital can help. Our extensive experience in the broadcast and storage industries allows us to identify opportunities for new, efficient ways of transforming your workflow and improving efficiency.

Front Porch Consulting Services includes a wide range of capabilities which you can choose from to meet your specific needs. Below are some examples of the services we can provide.

- Workflow capture and design analysis
- Online and near-line storage requirements
- Work-load (traffic and capacity requirements) analysis
- Solution and architectural design
- Hardware and software specifications and requirements
- Detailed design drawings
- Product selection
- Storage networking solutions
- Distributed disk storage solutions
- Data tape storage solutions
- Local and Wide area networking solutions
- Interoperable products and interfaces
- Technology and product evaluation
- Data migration tools and services
- File & Video format migration & interoperability
- Third-party products integration
- Opportunities and risks assessment and management

## Front Porch Integration Services

When faced with the complex challenge of designing, project-managing, and implementing a content storage management system, companies often turn to Front Porch Digital. Working either directly with Front Porch or through your choice of systems integrators, Front Porch Integration Services provide a highly professional project management and systems engineering service focused on delivering a turn-key content storage management system completed on-time and in-budget.

When you take advantage of Front Porch Digital's experience implementing over 160 installations in more than 40 countries, you have the confidence that your project will be managed efficiently and intelligently. No matter how complex or unique your environment, Front Porch will successfully deploy your content storage management system in a way that accounts for your current needs and future growth.

## Project Management

The Front Porch Project Manager is the single point of contact throughout the delivery phase, ensuring that you and your partners are kept informed of the progress of the projects.

### Corporate Headquarters

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Louisville, CO 80027  
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### International Headquarters

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### International Field Offices

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## Methodology

Project risks, logistics, integration of storage technologies, integration between solutions, change management and communication are all professionally managed to deliver a quality solution to meet your business and operational needs on-time and in-budget.

Front Porch Digital has developed tools for the preparation of servers to ensure a common “standardized” installation for the Operating Systems and associated software and services across the whole installed base.

A detailed description of the delivered system configuration is supplied with the system both for the customer or the systems integrator and to serve as a reference for Front Porch Digital’s support teams.

## Qualification of third-party products

Front Porch Integration Services regularly qualify new third-party products to offer best-of-breed solutions. Qualifications range from distributed files system software, IT servers hosting the Content Management Software, new tape drive technologies, SAN or NAS disk solutions.

## Skills

Front Porch Delivery Engineers and Project Managers combine a unique blend of skills from Network Administration, Database Administration, Unix and Windows Operating System, Disk and Tape technologies, Broadcast Video server interfaces and video or audio file and essence formats.

Front Porch Integration Services includes:

- Archive system requirements and workflow definition through disciplined professional services
- Archive infrastructure requirement assessment and solution design
- Best-of-breed archive management, transcoding and related functionality
- Specification and procurement of complete archive infrastructure solutions
- Custom software development as required
- Integration, testing and validation with all related applications and devices
- Staging, installation, testing and commissioning of archive systems
- Training for customers
- Centralized management of archive layer support and maintenance
- 24 x 7 real-time reporting of operational performance data
- Overall project management of archive implementation

## Front Porch Training Services

Front Porch Digital offers a suite of training services tailored to typical operational as well as systems administration needs. DIVArchive is a powerful content storage management system. Front Porch Training Services are designed to allow you to maximize your investment in DIVArchive and ensure ongoing smooth operation.

Training can take place at your site or, if convenient, at Front Porch Digital’s offices. Class duration varies from as short as half a day to as long as five days depending on your needs. Classes are taught by our top professionals who understand not just the technical but, also the business side of operating a content storage management system. Feel free to call your Front Porch Digital representative to discuss a training program for your company. If you don’t see the class here that meets your needs, Front Porch is happy to create a unique curriculum for you.

For a complete description of what each course includes and prerequisites required, please see our website. Below is a list of our standard courses:

- DIVArchive System Overview
- DIVArchive System Operations
- DIVArchive System Administration
- DIVArchive System Support & Maintenance
- DIVArchive System Delivery

## Front Porch Support Services

Front Porch Digital believes in taking care of its customers in the long-term. When you purchase our products, we know that is just the beginning of our relationship. Front Porch offers a unique combination of intellectual property, staffing resources, and product knowledge that is unmatched by any other archive management vendor. Quality of customer support is the critical factor in long-term customer satisfaction and loyalty, and Front Porch has a measurable competitive advantage in this area.

Our comprehensive support service is backed by expert staffing and two international support centers, one in Colorado, USA and another in Annecy, France. As part of our standard support package, you receive:

- 24 x 7 x 365 telephone and email support
- Remote-access diagnosis into customer’s system
- Delivery of any new versions, software patches or workarounds
- First Call services on any third-party software purchased through Front Porch for true one-stop-shop support

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