

HiveCare™ HiveManager NG Migration

HiveManager NG is the next generation cloud-based network management solution from Aerohive. This series of professional service is offered in order to help Aerohive customers easily migrate from HiveManager Classic to HiveManager NG.

HOW TO REQUEST MIGRATION ASSISTANCE

Contact your local Reseller, Aerohive Account Manager, or email ProfessionalServices@Aerohive.com. If you choose to send an email please include your company's name and contact information, we will respond within 24 business hours.

The process includes:

- Create a Statement of Work (SOW) per your specific requirements; however, the general steps are:
 - Planning
 - Register for a HM NG Account
 - Migrate Maps
 - Migrate Aerohive devices – Device inventory and redirection
 - Configuration migration and rebuild network policy
 - Connect to HM
- Establish Acceptance Criteria.
- Schedule and complete the engagement.
- Final Acceptance.



ENTRY LEVEL	INTERMEDIATE	ADVANCED
<ul style="list-style-type: none"> • Less than 25 APs • Single-site • One Network Policy • Identical device configuration 	<ul style="list-style-type: none"> • 25 to 300 APs • Multi-site • Multiple Network Policies • Few Advanced features • PPSK • CWP 	<ul style="list-style-type: none"> • More than 300 APs • Multi-site • Advanced features • Complex configuration • PPSK • CWP
Approximate Scope: Two hours of phone assistance	Approximate Scope: Five hours of phone assistance	Approximate Scope: Per SOW 10 hours of phone assistance or on-site
Lead time: Five days from PO	Lead time: Five days from PO	Lead time: Based on SOW

RESOURCES

Limited Hardware Warranty

http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product_Warranty.pdf

Training (CBT)

<http://docs.aerohive.com/330000/docs/help/english/cbt/Start.htm>

Support Terms

http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms_and_Conditions.pdf

