



## NETGEAR PROFESSIONAL SERVICES PORTFOLIO

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A Comprehensive Lifecycle Services Framework  
for Enterprise & AV-over-IP Environments



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## Professional Services Philosophy & Approach

NETGEAR Professional Services is built on a simple principle: deliver confidence by design. Every engagement is structured, outcome-driven, and aligned to measurable performance goals. Rather than reactive support alone, our services provide a proactive framework that reduces risk, accelerates time-to-value, and strengthens long-term operational stability.

Our engineers operate as an extension of your team, combining deep product expertise with real-world deployment experience across Enterprise Networking and AV-over-IP environments. Engagements are guided by

validated methodologies and best practices to help enable predictable performance and reduced uncertainty at every stage.

Whether supporting a complex deployment, validating interoperability, or optimizing an existing network, NETGEAR Professional Services connects you directly to the expertise behind the technology. The result is a true partnership model—one that transforms infrastructure investments into dependable, high-performing network environments built for scale, resilience, and long-term success.

## Lifecycle Engagement Model

NETGEAR Professional Services supports organizations across the full network lifecycle—Deploy, Validate, Operate, Optimize, and Enable. This structured model provides services that are not isolated events, but part of a cohesive, long-term strategy.

During deployment, our engineers guide architecture alignment and configuration precision. In the validation phase, interoperability, performance, and readiness are tested before production launch. As networks move into live operation, NETGEAR provides critical expertise to help create stability when it matters most.

Ongoing optimization strengthens scalability and reliability, while enablement services equip internal teams with the knowledge to confidently manage and evolve their environment.

This lifecycle approach fosters predictable engagement models, consistent access to expertise, and measurable value at every stage—reducing downtime, accelerating project completion, and protecting network investments over time.

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## Deployment Services

NETGEAR Deployment Services deliver advanced design guidance, hands-on implementation, and structured validation to help create networks that are production-ready from day one. Built for Enterprise and AV-over-IP environments where precision matters, this turnkey service reduces deployment risk and accelerates operational readiness.

Our engineers collaborate with customer or partner teams to review architecture, validate design assumptions, and configure switching platforms according to best practices. Whether supporting new installations, network refreshes,

expansions, or multi-site rollouts, Deployment Services help provide alignment between technical requirements and real-world operational demands.

Structured validation and readiness testing confirm that the network is performing as intended before production use, minimizing post-deployment troubleshooting and reducing operational disruption. The result is faster time-to-value, improved deployment accuracy, and a foundation built for long-term network success.

## Event Services

NETGEAR Event Services are purpose-built for environments where performance, timing, and visibility are critical. Designed for live broadcasts, sporting events, large-scale productions, and high-profile enterprise launches, this service helps enable a network that performs with a high degree of reliability.

Prior to the event, engineers conduct design reviews, configuration validation, and readiness assessments to eliminate uncertainty. During live operations, customers gain direct access to experienced engineers who provide real-time troubleshooting, rapid escalation, and performance tuning under pressure.

Post-event reporting and technical feedback help refine future deployments and strengthen long-term operational confidence. Event Services reduce operational risk, protect brand reputation, and help enable peak performance when every second counts.



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## Health Checks & Optimization

NETGEAR Health Checks & Optimization transforms reactive troubleshooting into proactive performance assurance. As networks grow in complexity, subtle configuration issues or architectural misalignments can erode reliability over time.

This service provides expert analysis of switch configurations, traffic flows, redundancy models, and architectural alignment. Engineers assess the current state of the environment against best practices and operational goals, identifying risks before they impact production.

Targeted optimization recommendations—and, when included, hands-on configuration adjustments—improve stability, scalability, and predictability. Customers gain technical improvements along with greater operational confidence.

## Interoperability, Staging & Migration Services

Modern networks often involve multi-vendor ecosystems, legacy platforms, and evolving standards. NETGEAR Interoperability, Staging & Migration Services provide structured, expert-led support to reduce the risk associated with change.

Engineers validate interoperability between switching platforms and third-party systems before changes are introduced into live environments. Staging services allow configurations to be prepared and tested in controlled environments, minimizing onsite time and accelerating go-live timelines.

For customers transitioning infrastructures, structured migration planning and validation testing helps support continuity of operations. The result is predictable transitions and minimized disruption.



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## Custom Training & Enablement

Custom Training & Enablement empowers internal teams with the knowledge and confidence to manage and evolve their network infrastructure. This service is tailored to the customer’s deployed architecture and operational environment.

Sessions may include architecture walkthroughs, feature deep dives, troubleshooting workshops, and best-practice configuration guidance. Engineers focus on practical application, training teams to understand how to maintain performance and scale effectively.

By strengthening in-house capability, organizations reduce long-term operational dependency and increase efficiency while building a stronger foundation for sustained network success.



## Fast Lane Strategic Engagement

Fast Lane represents the highest tier of Professional Services engagement—a fully customizable, high-touch partnership designed around your operational priorities.

Organizations may incorporate designated engineering resources, customized reporting cadences, defined service targets, and priority escalation pathways aligned to business-critical demands.

This engagement model helps provide continuity, deeper architectural familiarity, and accelerated issue resolution—creating a scalable partnership that evolves alongside your network.

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## Use Cases by Industry

NETGEAR Professional Services supports industries where network reliability and performance are critical.

Enterprise IT organizations engage services for campus rollouts and data center expansions. Commercial AV integrators rely on deployment and event services for multicast precision across venues and hospitality environments. Broadcast and

media companies depend on real-time validation to protect live productions. Government and education institutions leverage structured services to support secure, scalable infrastructures.

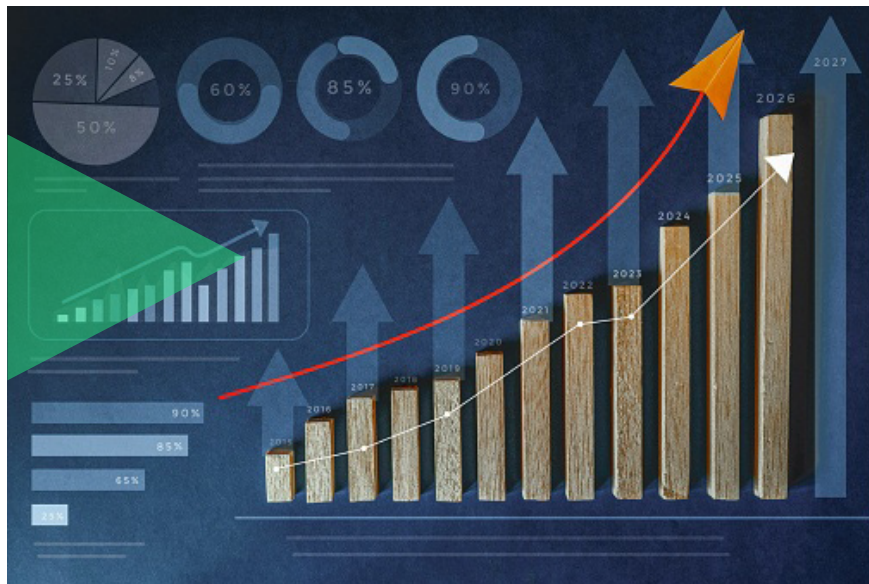
Across each vertical, the objective remains consistent: reduce operational risk, accelerate outcomes, and deliver predictable performance.

## Business Impact & Measurable Outcomes

Organizations engaging NETGEAR Professional Services experience tangible operational and financial benefits. Structured engagement reduces deployment risk, accelerates production readiness, and strengthens long-term performance stability.

By leveraging direct access to engineering expertise, customers resolve complex challenges more efficiently, minimize downtime, and optimize resource allocation. Proactive validation reduces the likelihood of costly disruptions, while enablement enhances internal capability.

Ultimately, NETGEAR Professional Services delivers measurable value—reduced risk, faster deployments, greater operational control, and the confidence to scale with certainty.





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NETGEAR Inc.  
3553 North First St.  
San Jose, CA 95134

Tel: 1-800-638-4327

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