



ZXTM Service Provider License Agreement

Program Guide

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Introduction to the Zeus Service Provider License Agreement

Zeus' Service Provider License Agreement (SPLA) allows Service Providers to rent Zeus' load balancing and application delivery products to their customers on a monthly basis.

What is a Service Provider?

A Service Provider generates revenue by renting services to their customers. These services may include bandwidth, datacenter space (collocation), hardware rental, full-service hosting or application services.

Examples of such service providers include Telcos, co-location facilities and other hosting providers, managed service providers and ASPs and SaaS providers.

Challenges that Service Providers face

A major obstacle to a service provider's return on their investment is the large up-front cost of network and application infrastructure, particularly when the infrastructure is leased to individual customers rather than forming part of a shared service.

Additionally, hardware infrastructure takes time to source and deploy and takes up valuable datacenter space. Many hardware devices are difficult for end users to manage and mis-configurations may affect other customers in the service provider's datacenter.

Zeus' SPLA agreement

Zeus' SPLA allows for the cost-effective provision of load balancing and traffic management services, replacing traditional hardware load balancers.

The benefits include:

- A **usage-based revenue model** with minimal up-front costs.
- The ability to create a **value-add service** that can be used to upsell customers to a more reliable, higher-capacity hosting platform.
- **Simple hardware requirements:** Zeus' load-balancing software runs on standard Intel or AMD servers, or on shared VMware or Microsoft virtualization infrastructure, eliminating the need for custom hardware appliances.
- **Immediate roll-out:** ZXTM software can be deployed immediately at the customer's request.
- **No stock control** and **no depreciation.**
- **Product upgrades on demand:** the service provider need only license the products he requires, and can upgrade customers at any point.

About the ZXTM product family

Zeus' ZXTM products are pure-software load balancing and application delivery systems. They run on standard Intel or AMD servers, and 'virtual appliance' versions are available for VMware and Microsoft virtual infrastructure.


ZXTM is easy to use, and meets or exceeds the functionality of alternative hardware load balancers:

"ZXTM offers an impressive range of traffic management features, all highly suited to mid-range and enterprise networks."


"It's surprisingly easy to deploy and configure, it scales very well with demand and provides extensive reporting and alerting facilities."

Dave Mitchell, Network Computing (Product Review)


The ZXTM software can be licensed with a range of product options:

- **ZXTM LB (ZXTM Load Balancer)** is a sophisticated load balancer that offers load balancing and fault tolerance, session persistence, application acceleration (including high-performance SSL offload) and content-based routing using Zeus' intuitive RuleBuilder™. 

ZXTM LB may be licensed for 4, 12 or unlimited numbers of back-end servers.

- **ZXTM (Zeus Extensible Traffic Manager)** is a powerful Application Delivery Controller with a number of additional capabilities to inspect, manage, prioritize and accelerate application traffic. It includes Zeus' TrafficScript™ configuration language and Java Extensions to build very powerful traffic management policies. 

ZXTM may be licensed as either the base version, or the full version which includes Content Caching, Bandwidth Management and Service Level Monitoring features.

- **ZXTM GLB (ZXTM Global Load Balancer)** is a Global Server Load Balancing device that distributes and load-balances traffic across multiple separate datacenters, ensuring failover if one datacenter fails. 

ZXTM GLB may be licensed as the Disaster-Recovery-only version for failover purposes, or as the full version which adds geographic and load-based balancing for improved customer experience.

Operating the SPLA Partnership

The Service Provider License Agreement functions as follows:

- **Enroll in Zeus' SPLA partner program**

The Service Provider must verify their eligibility, enroll in the program and accept the terms and conditions.

Service Providers who have joined the SPLA program commit to achieving "accredited" status within 3 months of signing up. Accreditation comprises of:

- 2 members of the Service Providers technical team completing Zeus' Standard ZXTM training course online.
- Completion of a half day sales training/product overview session with members of the Zeus team (this can be conducted at Zeus' offices in Cambridge or at the Service Providers premises).

- **License Zeus' ZXTM software**

The service provider obtains licenses for the ZXTM software that they require. There is no cost for these licenses, and the service provider may request as many as they reasonably require.

- **Rent the ZXTM software to customers**

The Service Provider rents the software to their customers, setting their own pricing, terms and conditions.

The service provider is the sole licensee of the software, and is bound by the terms of the supplemental Service Provider License Agreement.

- **Provide monthly usage reporting**

The Service Provider must provide a monthly usage report for all of the ZXTM licenses they own, indicating whether each license was 'in use' or 'zero use' for the monthly term. They should follow the reporting guidelines and any other instructions issued by Zeus.

- **Invoicing**

Zeus will invoice the service provider on a monthly basis, based on the preceding monthly usage reports.

- **Provide Technical Support**

The Service Provider must provide first-line technical support to their customers. Zeus will provide the Service Provider with full back-up for second and third line technical support queries.

- **Joint Marketing**

The Service Provider should participate in a joint press release and provide a reference that can be used in future marketing activities.

Additional Terms and Conditions

The Service Provider and their customers must abide with any legal obligations, including respect of copyright, use of trademarks, legal use of software and compliance with export and other legal requirements.

Termination of the Agreement

The SPLA may be terminated by either party by providing 45 day's notice. If the Service Provider terminates the agreement, any outstanding committed license fees must be paid.

Zeus may terminate the agreement at any point on reasonable evidence of deliberate breach of the terms of the agreement. The Service Provider remains liable for any outstanding committed license fees.

Pricing

Please contact the SPLA team Zeus Technology or a Zeus Accredited SPLA reseller to determine the monthly license fee that is charged for each in-use licensed software instance. The SPLA program includes a volume based discount structure throughout the ZXTM product portfolio.

Competitive Upgrade Program

Zeus offer additional financial incentives if Service Providers replace competitive hardware load balancers with ZXTM software under the SPLA.

Monthly Reporting

An 'in use' report for each ZXTM SPLA license must be submitted on a monthly basis. Zeus has a standard reporting format and guidelines to facilitate this process.

Definition of 'in use'

A ZXTM SPLA license is installed on one ZXTM instance. ZXTM instances are configured in clusters (a cluster may contain a single ZXTM, or a fault tolerant pair or more).

If a ZXTM cluster manages any network traffic during the month in question, the ZXTM SPLA licenses used by that cluster are deemed to be 'in use'. Otherwise, the licenses are deemed as 'zero use'.

A ZXTM SPLA license may not be used by two ZXTM instances simultaneously. To do so would be a breach of the license agreement. A license that is counted under the 'Committed License' discount scheme is always deemed to be 'in use' during the time period of the committed license period.

How to Participate

To participate in the Service Provider License Agreement program, or to find out more, please contact Zeus Technology at partners@zeus.com.

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Contact Information

If you would like to learn more about any of the topics covered by this white paper, please feel free to contact us for more information. You can reach us in a variety of ways:

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www.zeus.com

Our web site contains a wealth of information on our products, services and solutions, as well as customer case studies and press information. For more information, please visit <http://www.zeus.com/>.

knowledgehub.zeus.com

The ZXTM KnowledgeHub is a key resource for developers and system administrators wishing to learn about ZXTM and Zeus' Traffic Management solutions. It is located at <http://knowledgehub.zeus.com/>.