

## **AIStation AI Development Platform**

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**Customer maintenance and after-sales**



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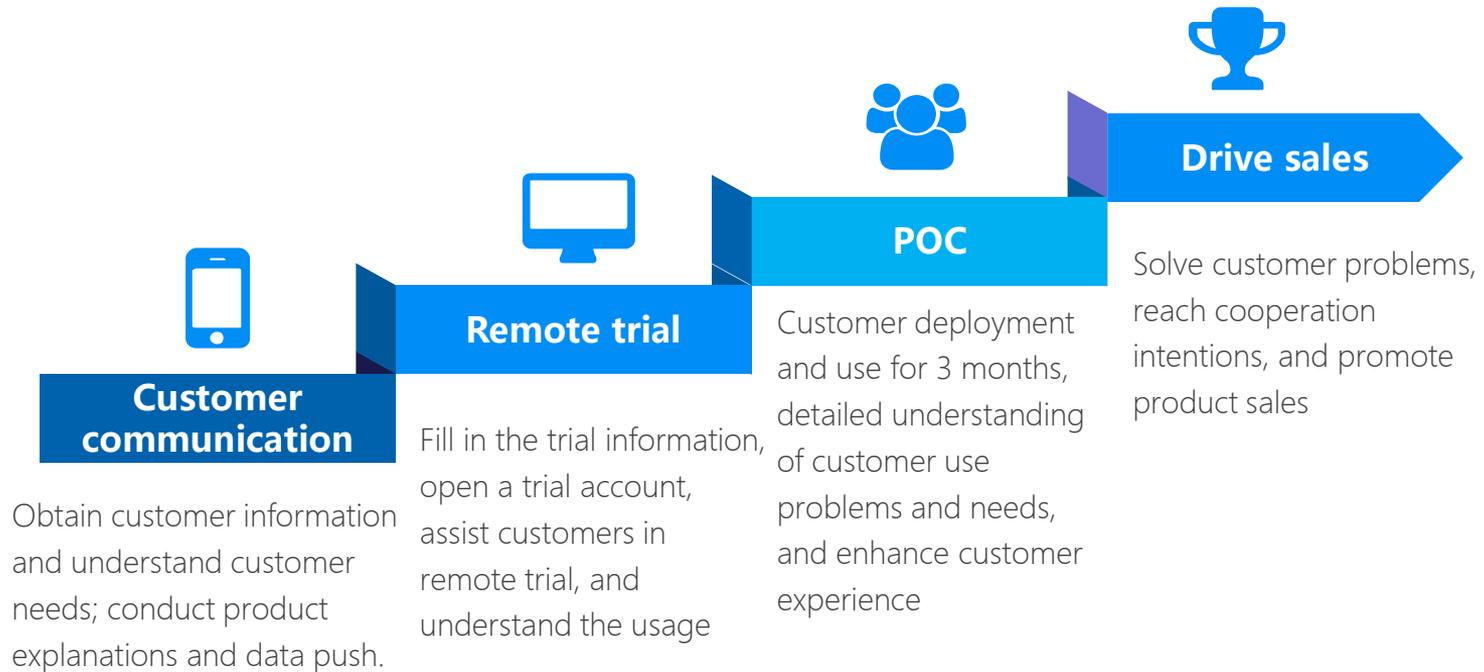
**01**  
Customer maintenance

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Customer after sale

# 01 Customer maintenance

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## Customer maintenance overall process :



# Start work based on POC process

## Customer communications



AIStation function introduction, judge whether AIstation is applicable, if meet the joint development of target plan

## Environmental preparation



Prepare the environment according to the environmental installation requirements

## Software implementation



Software implementation, apply for POC test license to R & D after installation

## Training Exchange



For different scenarios of customers, focus on introducing related functions, and demonstrate how to use the operation, try to involve developers in the use of communication

## Customer trial



The user starts the trial based on the user manual

## Customer tracking

Support tracking problems encountered during customer trials

# 01

## Customer maintenance

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## Customer communications

### ➤ **Clarify the application scenarios of AIStation:**

- The applicable scenario of AIStation is enterprise-level GPU resource management and AI development platform. The two functions are oriented to operation, maintenance and development.

### ➤ **Determine the role of the customer:**

- Customers are generally divided into algorithm developers and O & M personnel. Most developers pay attention to the functions related to model development itself, while O & M personnel pay attention to resource management and cluster O & M related functions. Based on these two different types of customers to explain related functions.

### ➤ **Determine whether AIStation is suitable for customer scenarios:**

- Based on the customer's requirements, determine whether AIStation can meet the customer's needs. If the specified plan is met, start POC.

### ➤ **Customer communication documents:**

- Inspur artificial intelligence development platform-AIStationV2.0 product introduction
- Inspur artificial intelligence development platform-AIStationV2.0 product manual

### training content

#### ◆ Customer highlights for operation and maintenance managers :

- Monitoring, overall monitoring of GPU monitoring, development environment, training tasks
- GPU resource management: resource grouping, development group, training group, resource quota limit
- GPU sharing strategy under development resource group

#### ◆ The client mainly introduces to the developer:

- Development environment creation
- Linking the development environment with IDE tools
- Submit training tasks in the Shell window
- Submit task under AIStation page
- Logs of training tasks, visual function view
- Task queuing and hosting

### Training documents

- Inspur artificial intelligence development platform-AIStationV2.0 product introduction
- Inspur artificial intelligence development platform-AIStationV2.0 product manual
- AIStationv2 User Guide

- Prior confirmation before installation:
  - Operating system confirmed to be centos7.4 and 7.5, Ubuntu18.04
  - Environmental resource cpu core number more than 24 cores
- When charging by node, the management node does not need to calculate the task without charging
- Installation document: AIStation2.0 installation document

- Follow the user manual for trial: AIStationv2 user guide
  - Managers mainly refer to the chapter of the administrator manual
  - Developers mainly refer to the developer manual chapter
  - Developer IDE tool docking: PyCharm connects to the AIStation development environment

## After-sales problem handling process

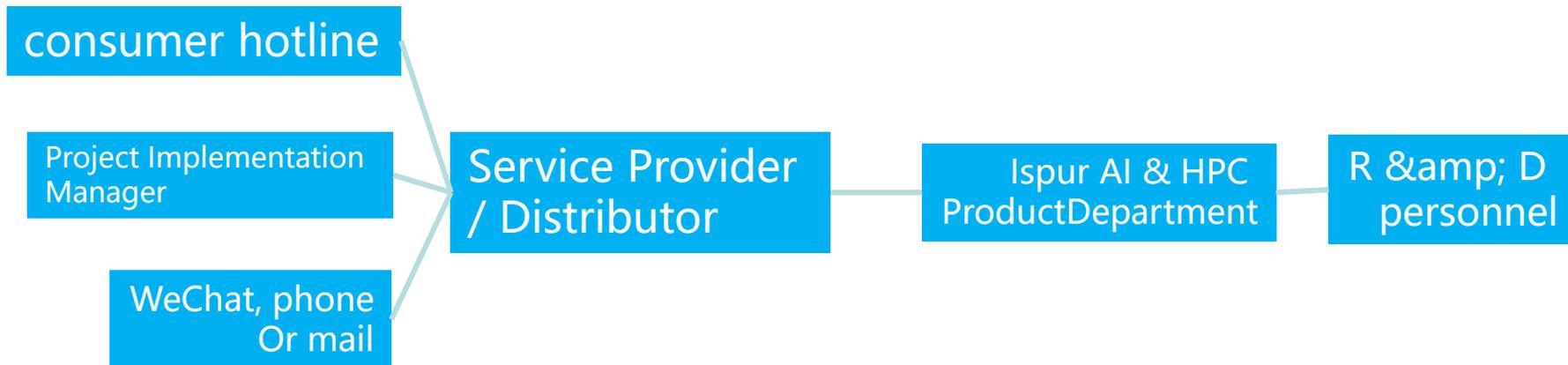
Character	question type	Problem details	Support level	
Implementation team	Hardware problems, implementation and installation problems, abnormal start and stop of key services	Node failure, abnormal node downtime	L1	
		GPU card failure, card drop, abnormal drive		
		Server hard disk failure		
		Kubernetes service does not start normally		
		Docker service does not start normally		
		Abnormal basic services (NIS, NFS, SSH), etc.		
	Product use problems, customer program problem handling	Common error handling, according to the common problem handling list summarized by R & D	Problems with the process of using the training environment	L2
			Model training use process	
			Mirror production development environment construction problem	
			Customer deep learning program failed	
R & D team	Product exception handling, product bug positioning	The problem of importing client program into AIStation training process	L3	
		Training environment / model training creation failed		
		File upload and download failed		
		Image import and export failed		
		Web service stops abnormally and cannot be accessed		
		Critical service exception (kuberflow, Calio, Harbor )		

# 02

## Customer after sale

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### Real time after-sales problem handling process



## Real-time after-sales problem handling

1. Provide three years of free remote technical support from the date of completion of the acceptance (service provided by the service and implementation department)
2. Extend the years of AIStation remote technical support, according to \*\* yuan / set / year standard fee (maximum extension of 2 years).
3. Remote technical support for software products during the after-sales service period; if the customer strongly requests on-site problem handling or the product is unavailable due to non-wave reasons, the on-site service needs need to be sent. On-site service. The specific cost will be assessed by senior engineers, intermediate engineers and junior engineers for on-site service according to the difficulty of the problem, calculated according to working hours. (For example, the cost of visiting a senior engineer is 3,000 a day, including board and lodging transportation costs; the junior and intermediate engineers separately evaluate the cost according to the customer's situation.)

Thanks!



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