Managed NetBrain Service Foundation

Time has never been more precious. For our customers, NetBrain is critical to their operation, their preventative troubleshooting workflow, and their business. Inaccurate data and erroneous automation results can prove costly when every minute counts while assessing the impact of an outage.

The Managed NetBrain Service offers the expert-level insights, day-to-day management, and training necessary to help you maximize your NetBrain ROI. Our Service Engineers will augment your staff to help you maintain a true NetBrain "Digital Twin" of your physical network and allow you to focus on the reduction of MTTR using Intent-Based Automation, Dynamic Path, and Interactive Automation.

Let a Managed NetBrian Service Engineer be part of your team for a **12 month engagement.**

A NetBrain Administrator of Your Own

Your Managed NetBrain Service Engineer will keep the NetBrain platform running in optimal condition to ensure that your problem solvers can successfully complete their network troubleshooting activities when they need it most. In addition to day-to-day operational management of the NetBrain device data, system tasks, and device onboarding, they will be responsible for implementation of software installs, upgrades, and control across the entire NetBrain application layer to give you the best return on your NetBrain investment.

Your Managed NetBrain Service Engineer will report virtually and will comply with all corporate security policies and culture, practices and methodologies, workflow tools, management style, and any applicable technical platform(s).

You will have full control over the deliverables, projects, and teamwork utilizing your own best practices for project management, progress tracking tools, and day-to-day communications.

Features & Benefits

Free Up IT and Engineering Resources

Free your resources from the day-to-day platform administration to focus on building powerful no-code NetBrain Automation to achieve business goals.

Proactive Maintenance of Your NetBrain "Digital Twin"

NetBrain will monitor your environment using best practices of NetBrain system administration to identify data integrity issues more quickly, speed time-to-resolution, and in many cases address platform issues before they ever impact your end users.

Upgrade and Service Patch Management

Stay current with the latest NetBrain service patches, system updates, and latest major releases to take advantage of the latest that NetBrain has to offer to maximize your ROI.

Become More Effective NetBrain Users

Hands-On training in an active learning environment and opportunity to engage in real-time discussion with a NetBrain expert using your own production environment, allowing you to achieve instant results.

Resolve Key Adoption Issues

A key driver of the Managed NetBrain Service engagement, your Managed NetBrain Service Engineer will sit down with key organizational leaders and users to resolve any current pain points and understand opportunities for driving adoption within your organization. These discussions will inform an adoption strategy roadmap to help you achieve your operational goals with NetBrain.

Enablement Through Instructor-Led Training

Your Managed NetBrain Service Engineer will design a training plan for your organization to get hands-on and master the fundamentals of NetBrain to solve challenges and issues within the network, as well as assessing the weaknesses of your existing troubleshooting methodologies.

Administrator Training

Customer Administrators will learn how to manage and maintain their NetBrain platform through critical shadowing and reverse-shadowing sessions. This includes NetBrain approved best practices for system administration, how the NetBrain device discovery process works, enhancing your existing maps with fine tuning, site management and design, and understanding the functions of important system maintenance tasks.

NetBrain Foundational Training

In this specially designed 2-Hour training session, new and existing users will learn how to adapt their current troubleshooting processes to their logical NetBrain equivalents while understanding how to effectively troubleshoot and collaborate with their colleagues using important features such as the NetBrain SmartCLI SSH client and Incident Collaboration.

Service Highlights

Service	Features
Managed Engineer	Named NetBrain Service Engineer
Meeting Demand	Regularly scheduled technical checkpoints Monthly program steering calls with NetBrain Service Leadership
Fully Assisted Upgrades	Execution of NetBrain upgrades to latest NetBrain Releases Proactive application of latest NetBrain Service Patches and Driver Updates
Application Management	Maintain the NetBrain Software Application Layer and Operational Uptime Proactive enhancements to NetBrain platform as organizational needs grow
NetBrain "Digital Twin" Accuracy	Daily operational system status validation of devices, tasks, and operations Maintain live access to discovered network devices Remediation of network device discovery issues Validate "Digital Twin" data integration with NetBrain Platform Validation Framework Support resolution of detected duplicate IP Addresses Maintain critical NetBrain Map Layouts for enhanced visualization Manage NetBrain Automated Discovery and Benchmark system tasks Maintain and validate critical application paths
Resolve Adoption Issues	Ongoing interviews with leaders and users within the organization Establish a roadmap of sprint-based programs to mitigate roadblocks
Instructor-Led Training	Design and execution of end user training roadmap Delivery of NetBrain Foundational and NetBrain Administrator training sessions Help realize and capitalize on the value that NetBrain can provide
Technical Support Liaison	Manage technical support case lifecycle from creation to closure Full escalation management of open support issues Support customer internal SLA requirements