Professional Services
Essentials Service Offering

Professional Services

NetBrain customers desire continued support from our Professional Services team to ensure their on-going success after initial NetBrain implementation.

Having strategically identified the key areas which brought success to other customers, our Professional Services Offerings are designed to offer customers clear options to implement and support NetBrain within their Enterprise; from initial installation and configuration, through to strategic engagements such as the automation of currently manual workflows and providing visualization of third party data sources through integration with NetBrain allow you to achieve a single pane of glass visibility into your network estate.

Our Professional Services team consists of expert engineers with a wide, diverse, skillset that are trained to help your organisation accomplish your transformative goals. We accomplish this by architecting, planning and implementing the correct solution to meet your requirement

Overview

Our Essentials service is designed to ensure your NetBrain platform is deployed quickly, accelerating time to value, mitigating deployment risks by utilizing best practices gained from numerous deployments. Aligning on your requirements, our consultants work to design, architect, and implement NetBrain in your environment.

Through our proven delivery methodology, our consultants follow a comprehensive six (6) stage process designed to minimize your time to successful deployment:

1. **Installation & Configuration:** Expert setup of the NetBrain software

2. **Network Discovery:** Discovering Your Network Devices (Traditional & SDN)

3. **Fine Tune:** Accurate Network Topology & Data Sources

4. **Automated Maintenance:** Minimizing Manual Maintenance Tasks

5. **Site Documentation:** Creating Site Maps and Data Views

6. **Training:** Learning Together During Implementation

Getting Started with Essentials

Standard: Designed for customers with a single site, non-clustered NetBrain architecture, our 'All in Two' architecture has you covered.

Advanced: Designed for larger customers with a single site, non-clustered, NetBrain architecture,

allowing for scalability as your environment grows.

Premium: Designed for our largest customers with a multi-site, highly available and / or disaster recovery requirement.

A Team Working Towards Your Success

Our Essentials Service includes the following resources:

- **Professional Services Consultant:** NetBrain Consultants specialize in large scale, complex, networks. Our Consultants execute on the overall vision of both establishing and implementing NetBrain as a leading platform technology within your business, ensuring the value you receive from our platform is maximized.

- **Solution Engineer:** Working in co-operation with the Professional Services Consultant, a Solution Engineer is responsible for making strategic recommendations relating to your NetBrain platform. Having knowledge of advanced and emerging technologies, our Solution Engineer can guide you on best practices relating to your network.

Engagement Details

Duration: Checklist Completion (up to six (6) months)

Below are the tasks NetBrain will assist you with as part of your Essentials engagement:

Category	Activity	Essentials
Installation & Configuration	Recommend appropriate design architecture to meet requirements	✓
	Install and configure NetBrain in line with best practices	✓
	Activate NetBrain license and allocate license to shared domain(s)	✓
	Test and verify NetBrain server components and connectivity with access to live network devices	✓
	Create NetBrain user accounts	✓
Network Discovery	Discover all network devices up to the licensed nodes: create a discovery report which lists all discovered/scanned IPs, including discovered and failed-to-discover IPs	✓
	Identify 'failed to discover" IPs due to live access issues (SNMP/login failure) and run additional discovery tasks as needed	✓
	Analyse discovery results and create inventory reports	✓
	Discover SDN data in NetBrain Domain[i]	✓
	Add and configure APIC controller[i]	✓
	Discover SDN devices[i]	✓
	Discover VMware infrastructure[i]	✓
	Run Tune live access to verify NetBrain live access to all network devices, analyze the results and update credentials/SNMP strings, and suggest updates to firewall rules and/or ACLs if needed	✓

Fine Tune	Re-discover the network on-demand if required	✓
	Resolve any topology discontinuity caused by: MPLS Cloud; Duplicate IP; Overlapping Subnet; IPsec VPN; Unclassified or Unknown SNMP system OID devices; SNMP only discovered devices; IP unnumbered link	✓
	Build L2 and L3 topologies	✓
	Configure Visual Space(s) for SDN overlays[i]	✓
	Add auto updating for benchmark	✓
Automated Maintenance	Schedule recurring auto discovery task on monthly or weekly basis per customer requirements	✓
	Schedule server benchmark tasks on weekly/daily basis and define data storage settings per customer requirements	✓
	Schedule auto updating site and shared maps on weekly / daily basis per customer requirements	✓
	Auto schedule Qapps in line with customer requirements	✓
Site Documentation	Create site topology, fine tuning as appropriate	✓
	Review hierarchical and topology site maps for entire network	✓
	Review site maps for logic and physical connectivity	✓
	Implement up to 3 customized data views from the following categories • Management: Display your current running configuration(s) • Design: Decoding your network design and / or configuration, for example: BGP, OSPF. • Operational: Highlight the status of your network, for example, interface status, utilization and bandwidth.	✓
Training	On the job training provided at each stage of implementation	✓
	How to view your hybrid network[i] • Fabric POD view • Tenant View • Application Centric View	✓
	Our Essential Service tiers receive the following training: **Standard:** 1x End User Training **Advanced:** 1x End User & 1x Administrator Training **Premium:** 3x End User & 1x Administrator Training	✓

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[i] Requires appropriate software license to be purchased to enable functionality