



# Professional Services

## Optimization Service Offering

### NetBrain 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 requirements.

### Optimizing Your NetBrain Platform

You have NetBrain deployed. Great! But ever wondered if your organization is using NetBrain to its full potential? Are there things your organization can do to drastically enhance the value from NetBrain? Our optimization service is designed to help customers, just like you, ensure they are continuing to maximize value from their NetBrain investment.

During the engagement, our expert consultants will complete a comprehensive assessment of your NetBrain instance to determine if best practices have been implemented, identifying how your processes can be automated within NetBrain.

As part of this assessment, NetBrain consultants will evaluate the following areas:

- **Use Cases:** Utilizing our experience in visualization and automation we will develop your unique use cases based on your workflows, network, other tools in your ecosystem and automation needs.
- **Architecture Review:** Review your NetBrain infrastructure, hardware specifications, workload distribution (if applicable) to ensure high performance for your end users.
- **Discovery:** Assess your current configurations, ensuring best practices for device discovery are implemented, and benchmarks are setup, allowing new devices to be successfully discovered and dynamically updated.

- **Data Verification:** Review your current data collection setup, ensuring that devices are accessible, are identified correctly, and regular domain maintenance is completed, ensuring you have constant access to the most accurate data.
- **Advanced Configuration:** Review your current NetBrain deployment configurations such as Network Settings/credentials, MPLS clouds (when applicable), site manager.
- **Training:** Provide training to ensure your administrators are fully able to operate NetBrain.

## A Team Working Towards Your Success

Our Optimization Service includes the following resources:

- **Program Delivery Manager:** Extensive project oversight and resource co-ordination is an essential component of the NetBrain Optimization offering. With overall responsibility for the engagement, the Program Delivery Manager will align and manage both the delivery and requirement gathering with our customer. They will ensure goals are not just completed, but delivered on-time.
- **Professional Services Consultant:** Working at the direction of the Program Delivery Manager, 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.