



Professional Services

Subscription 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 requirements.

Overview

Our Subscription Service is designed for customers who wish to partner with NetBrain to deliver maximum value from their NetBrain platform: from deployment to value acceleration, through to administration best practices. Our all-inclusive service is tailor-made to enable long-term strategic value to your organization.

A Team Working Towards Your Success

Our Subscription Service offering includes the following resources:

- **Program Delivery Manager:** Extensive project oversight and resource co-ordination is an essential component of the NetBrain Subscription 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.
- **Solution Engineer:** Working in co-operation with the Program Delivery Manager, the 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.
- **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.
- **Platform Engineer:** With focus on extending the NetBrain platform to meet your specific needs, our platform engineers lead the way with their integration and automation experience. Whether you require custom Qapps or API integrations, our Platform team provide the expertise to exceed your needs.

Deployment

Designed to ensure your NetBrain platform is deployed quickly and in line with our best practices, NetBrain will align on your requirements, enabling our consultants to design, architect, and implement NetBrain in your environment.

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

1. Installation & configuration
2. Network discovery
3. Fine Tune
4. Automated Maintenance
5. Site documentation
6. End User Training

Value Acceleration

With your NetBrain environment stood up, you now have the platform foundation to build your unique network automation and integrations. Building from the foundation of Map and Automation, our Professional Services team will work with you on six use cases to enhance your current NetBrain deployment.

From integration, to dynamically visualizing your network, through to increased knowledge sharing via automated runbooks; we will be your trusted partner as we work together to customize and integrate NetBrain into your environment.

What is a Use Case?

NetBrain defines a use case as one, or a combination of, the following attributes:

- Automating a workflow using Runbook automation (up to 3x Qapps)
- Displaying third party data sources within NetBrain
- Trigger NetBrain Map or Path from events received by a third-party tool
- Express the static network design of an advanced technology via a dynamic map
- Synchronizing information contained in a CMDB utilizing RESTful API

Sample Use Cases

- **Customize Map and Dataview for Single Pane of Glass**
 - Dataview of static network design: overlay live data across your network topology
 - Dataview of dynamic data: integrate NetBrain with third party products, allowing other data sources to be detailed within a single pane of glass
- **Map and Automate Your Existing Workflows**
 - Integrate maps and runbook with existing tools (ServiceNow, BMC, Splunk, Solarwinds)

- Automate manual or repetitive tasks in standard workflows (daily health checks, daily security check, updating firewall rules)
- **Automate Based on Network and Task**
 - Runbook to transfer knowledge of complex tasks (troubleshoot QoS problems)
 - Runbook to collaboration (Tier 1 -> Tier 2 case escalation procedures)
 - Increase collaboration
- **Establish A Single Source of Truth**
 - Trigger NetBrain discovery from third party tool
 - Update existing CMDBs using NetBrain Database

Engagement Details

Duration: 12 months

Below are the tasks NetBrain will assist you with as part of your Services Subscription:

Category	Activity	
Platform Standup	Install and configure NetBrain in line with best practices	✓
	Perform network discovery ensuring your devices, traditional and software defined ¹ , are fully discovered and registered	✓
	Tune, Benchmark and Fine Tune your Network Topology and Data	✓
	Create Site Documentation: Site Topology Maps	✓
	Training: Learning During Implementation	✓
Understand Workflows	Understand your current environment: manual workflows that exist; tools and data sources in use; network technology used to service customers	✓
	Identify and design use case possibilities	✓
	Prioritize use cases and build a roadmap	✓
	Align on six (6) use cases to implement	✓
Value Acceleration	Implement agreed use cases within your NetBrain environment	✓
	Map and automate NetBrain use cases based on your requirements	✓
	Provide continuous training, ensuring your team is up to date on NetBrain best practices	✓
	Build NetBrain A-B path maps to troubleshoot applications	✓

	Three (3) 2 hour training sessions dedicated virtually or on-site	✓
	Quarterly meetings with key stakeholders	✓
On Going Support	Upgrade you to the latest NetBrain releases in line with best practices	✓
	Domain Management: Discover new devices and ensure all devices in the domain are classified by NetBrain driver (VPN access required)	✓

Domain Management

Performing regular maintenance of your NetBrain domain is key to ensuring on-going success. Our NetBrain team is here to help tune and maintain your NetBrain Domain for accuracy and optimum efficiency. Working on a weekly basis, we will tune, discover new devices and ensure all devices in your workspace are appropriately classified.

ⁱ Requires appropriate software license to be purchased to enable functionality