



# Professional Services

## Optimization 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 design and setup, to accelerating your success with the combined automation of repetitive manual workflows and visualization of third party data sources to provide a single pane of glass into your network estate.

Our Professional Services team consists of expert engineers with a wide, diverse, skillset that are trained to help your organization accomplish its transformative goals. We accomplish this by architecting, planning and implementing the correct solution to meet your requirement. Through our proven consulting methodology our team of experts will steer your organization to our vision of a platform that automates many of your network troubleshooting tasks, allowing you to both increase collaboration across your teams and reduce mean time to resolution.

## Overview

You have NetBrain deployed, however, it's been a while since you last upgraded to the most recent release.

Your site needs some attention to ensure its optimally configured. You aren't quite sure how best to approach automated troubleshooting, and you could do with some expert guidance for your tool owners and training for your end users. If this scenario sounds familiar to you, then our Optimization package is tailor made to put you back on track.

Our expert engineers will work with you to upgrade NetBrain to the most recent release. We'll show you how to discover and tune your network devices to ensure the data we're collecting from your live network is accurate.

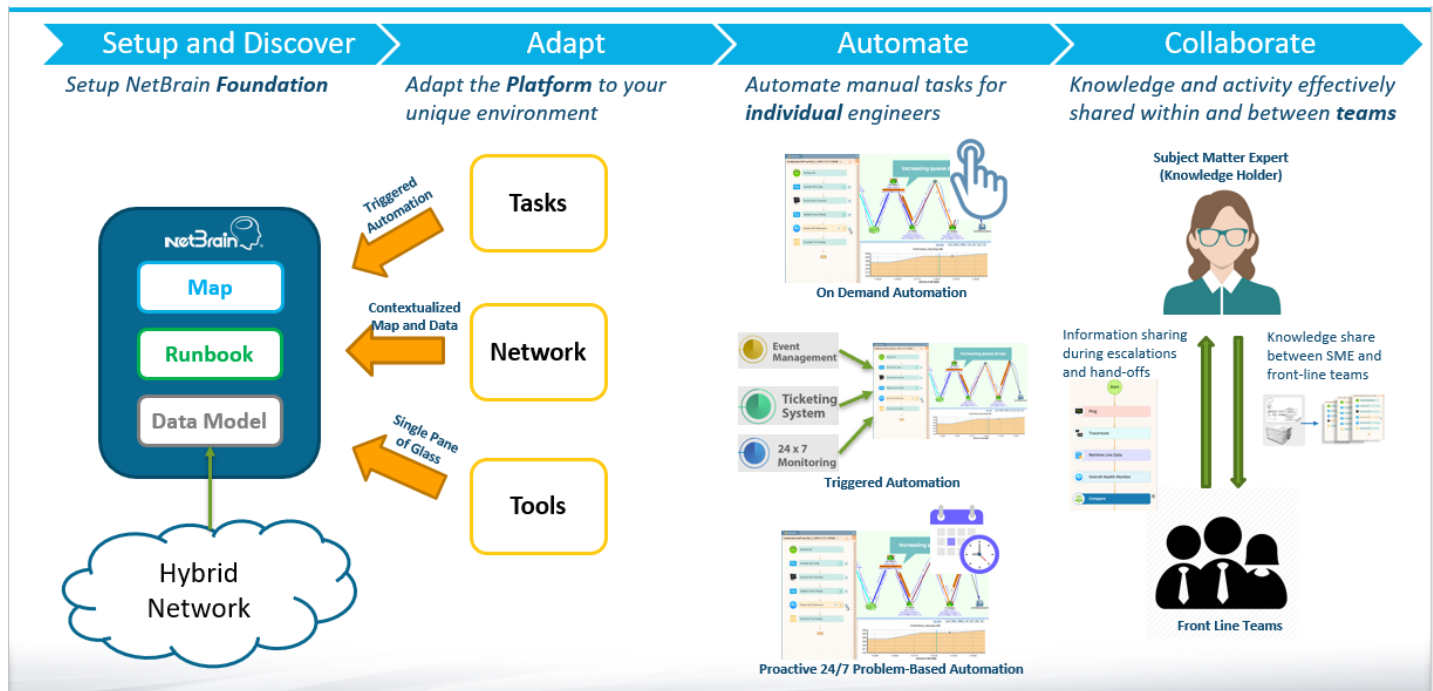
After your network has been mapped and documented, we'll show you how to harness the power of our built-in data views. Our data views provide a visual overlay of live information retrieved from your network devices. Whether you need to see BGP protocol information displayed on a dynamic map or use our overall health monitor to visualize key metrics in your network environment, our data views provide a viewport to your network like no other tool can provide.

We don't stop there. We'll demonstrate how our RunBooks can take a currently manual troubleshooting process - tasks which could take engineers hours to assess and perform - and automate it, all with the click of a button.

Your NetBrain platform is now in a great position to be further utilized by your end users to assist in day to day network troubleshooting. We'll ensure your end users are trained, on *your* NetBrain environment, showing them with a live instructor how to use the NetBrain platform to resolve network faults and issues quicker.

# Methodology

Through our proven delivery methodology, our consultants follow a comprehensive four (4) stage process designed to minimize your time to successful deployment:



1. **Setup & Discover:** Our team of experts will architect and then create the NetBrain software infrastructure ready to power your automation.
2. **Site Setup:** Build out your maps, site documentation & data views, allowing you to visualize and contextualize your network environment.
3. **Adapt & Automate:** Adapt NetBrain to your unique network tasks, automating complex troubleshooting, ensuring time spent on repetitive and manual tasks is reduced.
4. **Collaborate:** The more your team(s) use NetBrain, the more powerful your NetBrain platform becomes. We facilitate end user adoption by training your users prior to roll out, ensuring NetBrain becomes the shared workspace for your team and cross teams.

## A Team Dedicated To Your Success

Our Essentials Service includes the following resources:

- **Engagement Manager:** Your engagement manager will project manage your NetBrain roll-out, ensuring that timelines are clearly communicated, deadlines are met, keeping your deployment running smoothly. The engagement manager leverages a team of highly skilled solution engineers who will work with your team through the different stages of your NetBrain deployment.
- **Solution Team:** Solution engineers specialize in large scale, complex, networks. Lead by an Engagement manager, the solution engineering team execute on the overall vision of both establishing and implementing NetBrain as a leading network automation technology within your business, ensuring the value you receive from our platform is maximized.
- **Training Team:** Together we've built your NetBrain platform to support your troubleshooting and automation needs. Now you need your end users trained to utilize NetBrain to its fullest capabilities. Using our knowledge of your network, and your business needs, our training team will demonstrate direct to your end users a live training to ensure they have the knowledge they need to use the NetBrain platform to its fullest extent.

## Engagement Details

### Duration:

- Up to 2000 nodes, completion is targeted in 30 days
- Greater than 2000 nodes, completion is targeted in 90 days.
- Engagement valid for six (6) months after purchase

Below are the tasks NetBrain will perform for you as part of your Essentials engagement:

Category	Activity
Architect & Deploy	<b>Deployment:</b> <ul style="list-style-type: none"><li>• Upgrade NetBrain to latest current release in line with best practices</li><li>• Create default user account(s) (if applicable)</li></ul>
Discovery	<b>Traditional Devices:</b> <ul style="list-style-type: none"><li>• Introduce Discovery</li><li>• Discover all managed network devices</li><li>• Train on best practices</li></ul>
	<b>SDN Setup:<sup>i</sup></b> <ul style="list-style-type: none"><li>• Configure Visual Space for SDN Overlays</li><li>• Train on best practices</li></ul>
Fine Tune	<b>Domain Manager:</b> <ul style="list-style-type: none"><li>• Introduce Domain Manager</li><li>• Resolve all managed devices</li></ul>

	<ul style="list-style-type: none"> <li>• Train on best practices</li> </ul>
	<b>MPLS Cloud:</b> <ul style="list-style-type: none"> <li>• Introduce MPLS Cloud</li> <li>• Create MPLS Cloud(s)</li> <li>• Train on best practices</li> </ul>
	<b>Duplicate IP Manager:</b> <ul style="list-style-type: none"> <li>• Introduce Duplicate IP Manager</li> <li>• Resolve all conflicted IPs</li> <li>• Train on best practices</li> </ul>
<b>Site Setup</b>	<b>Site Manager:</b> <ul style="list-style-type: none"> <li>• Introduce Site Manager</li> <li>• Create site(s) as appropriate</li> </ul>
	<b>System Benchmark:</b> <ul style="list-style-type: none"> <li>• Introduce System Benchmark</li> <li>• Enable System Benchmark task <ul style="list-style-type: none"> <li>○ Enable auto map update</li> <li>○ Setup global data clean settings</li> </ul> </li> </ul>
	<b>Scheduled Discovery:</b> <ul style="list-style-type: none"> <li>• Introduce scheduled discovery</li> <li>• Setup discovery task</li> </ul>
	<b>Data Views:</b> <ul style="list-style-type: none"> <li>• Introduce Data Views and why they are important</li> <li>• Enable default Data Views, ensuring they work for your environment</li> </ul>
	<b>Map Layout</b> <ul style="list-style-type: none"> <li>• Introduce Map Layout</li> <li>• Create Map Layout and apply to all configured site map(s)</li> </ul>
	<b>Path:</b> <ul style="list-style-type: none"> <li>• Introduce the concept of Path</li> <li>• Verify up to five (5) A-B paths are successful</li> </ul>
<b>Training</b>	<b>End User Enablement:</b> <ul style="list-style-type: none"> <li>• Live End User training utilizing your fully deployed NetBrain environment</li> <li>• Understand basic and advanced concepts</li> <li>• Learn how to utilize NetBrain to perform your currently manual tasks</li> </ul>

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<sup>i</sup> Requires SDN software module, purchased separately