



Professional Services

Jumpstart Service Offering

Professional Services

Our Professional Services team consists of expert engineers with a wide, diverse, skillset that are trained to help your organization accomplish its network automation goals. We accomplish this by architecting, planning and implementing the best solution to meet your requirement. Through our proven consulting methodology, our team of NetBrain Automation 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

Our Jumpstart service is designed to ensure your NetBrain platform is deployed quickly, accelerating time to value, so customers can start benefiting from their investment as soon as possible.

Our Services Engineers will work with you to get your organization running on the most current release of the NetBrain Automation Platform. Following successful deployment (or upgrade), our team will help discover, tune, and resolve any issues with our representation of your network devices to ensure the data collected from your live network in the NetBrain platform is accurate.

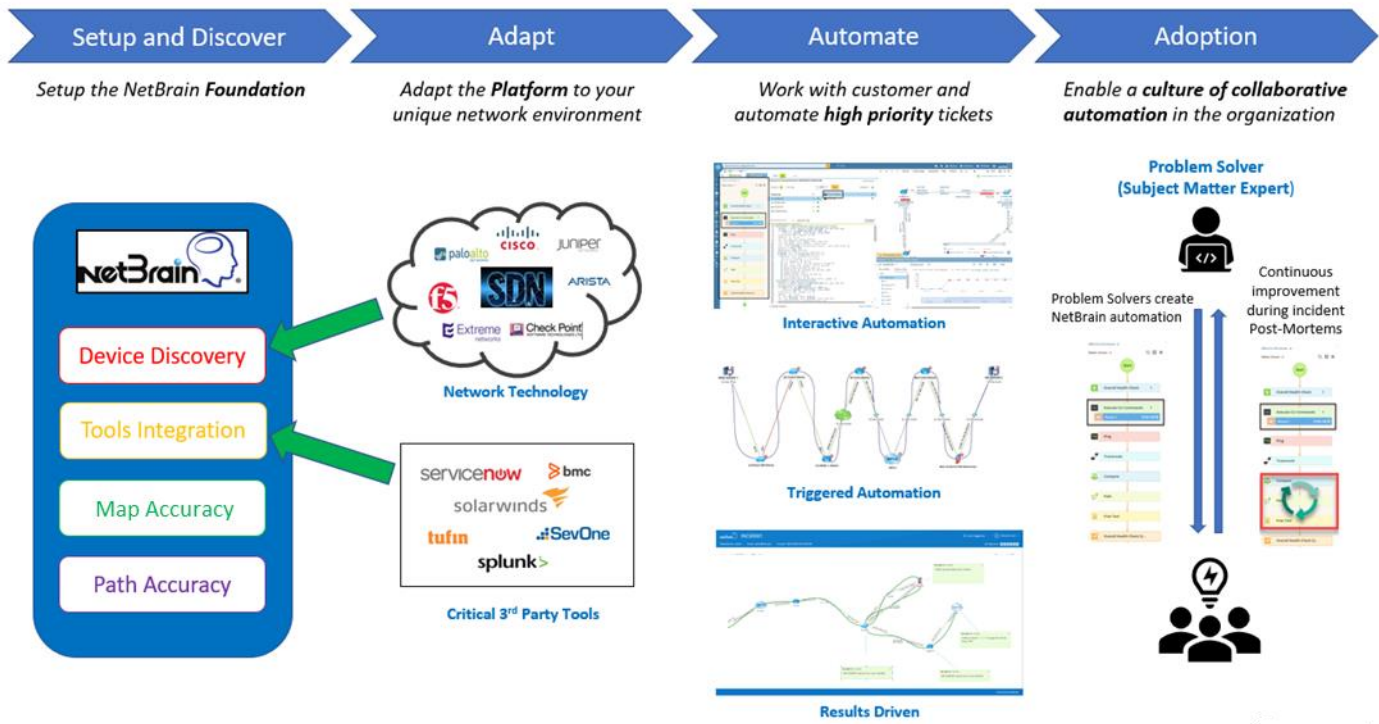
While your network is being mapped and documented in the NetBrain platform, our Service Engineers will start working with the best and brightest problem solvers in your organization to identify how NetBrain can make an immediate impact on helping reduce their *Mean Time to Resolution* (MTTR). We want to take the time to understand the biggest problems the organization encounters in the network, what the current approaches to problem solving are, what tools are being used to aid in incident resolution, and ultimately learn more about your unique network environment in the process.

Using the knowledge gained from your own resources, our Services Engineer will then start your organization on their NetBrain automation journey by helping you automate to your most problematic incident tickets. We will demonstrate how the NetBrain automation approach can help you by leveraging both historical and live data from your own network collected by the NetBrain platform.

As your NetBrain platform is being adapted to your network, it will be ready to be utilized by your problem solvers to assist in their network issue troubleshooting. We'll ensure these resources are trained, showing them with a live instructor, how to use NetBrain automation to resolve issues more quickly and build their own automation to further adapt the platform to what makes your network unique.

Methodology

Through our proven NetBrain delivery methodology, our Professional Services team follow a comprehensive (4) stage agile process designed to minimize the project duration to get your NetBrain Automation Platform online



1. **Setup:** Our team of Professional Services experts will architect and deploy the NetBrain software infrastructure ready to power your automation into your environment.
2. **Adapt:** Establish a foundation of success by building an accurate representation of your network with in the NetBrain platform. Create a digital twin of the environment and allow you to visualize and contextualize your network environment.
3. **Automate:** Work directly with the problem solvers in your organization to identify and automate the most problematic issues facing the organization today and truly understand what makes your network environment unique.
4. **Adoption:** As your organization creates more automation content, the more powerful your NetBrain automation platform becomes. NetBrain helps to drive adoption by training your problem solvers and end users during product roll out, ensuring NetBrain becomes the collaborative workspace for network automation within your team and entire organization even before we've finished the project.

A Company Dedicated To Your Success

Our Jumpstart Service includes the following NetBrain resources to complete your project to start building a culture of NetBrain automation within your organization:

- **Deployment Engineer:** NetBrain Deployment engineers work directly with you to design and implement the optimal NetBrain platform foundation that supports current environmental requirements as well as any expected future growth.
- **Services Engineer:** NetBrain Services Engineers specialize in adapting the NetBrain Automation platform to customers of all sizes and requirements. Your dedicated Service Engineer will execute on adapting NetBrain to your unique network while building automation to support resolution of your most problematic issues. Working directly with the problem solvers in your organization, the Services Engineer will create content that will enable your Network Operations Team to improve their MTTR and establish NetBrain as the leading network automation technology within your business.
- **Training Team:** Together we've built your NetBrain platform to support your most complicated network troubleshooting and automation needs. Now you need those critical problem solvers within your organization trained to utilize NetBrain to its fullest capabilities. Our training team will provide a live, instructor led training to ensure they have the knowledge they need to create new content within the NetBrain automation platform.
- **NetBrain Customer Portal:** Now that NetBrain has been deployed in your environment, how can you continue to remain engaged with NetBrain? NetBrain offers our customers a customized user experience to open and track software support cases, review our existing Knowledge Base articles, actively participate in knowledge exchange within our NetBrain User Communities, provide feedback on upcoming release features, and much more.

Jumpstart Service Engagement Details

Not all customer networks are created equal and each has their own unique challenges. Following years of successful Professional Services engagements our customers should expect the following project durations to adapt the NetBrain platform to your environment.

Purchased Node Count	Expected Project Duration
500	20 business days
2000	40 business days
5000	60 business days
10000	80 business days

For new customers as well as our existing customers, within the Jumpstart Services Engagement our Professional Services team offers two different project paths to NetBrain Automation Success.

Task	<p style="text-align: center;">New Deployment Accelerate Your Automation</p> <p style="text-align: center;"><i>For new NetBrain Customers to deploy quickly and reduce MTTR with NetBrain Automation</i></p>	<p style="text-align: center;">Release Upgrade Upgrade and Automate</p> <p style="text-align: center;"><i>For existing NetBrain customers with a prior release of the NetBrain automation platform</i></p>
Environmental Readiness	<p style="text-align: center;">Design NetBrain Architecture</p> <p style="text-align: center;">Deploy latest NetBrain Release</p> <p style="text-align: center;">Apply latest NetBrain Service Patches</p>	<p style="text-align: center;">Review existing Platform Design</p> <p style="text-align: center;">Upgrade to latest NetBrain Release</p> <p style="text-align: center;">Apply latest NetBrain Service Patches</p>
Discovery	<p style="text-align: center;">Discover all managed Network Devices</p> <p style="text-align: center;">Resolve any device fine tuning issues post-Discovery</p> <p style="text-align: center;">Support resolution of detected duplicate IP Addresses on the customer network</p> <p style="text-align: center;">Create Internet / MPLS Cloud</p> <p style="text-align: center;">Design Sites and Map Layouts</p> <p style="text-align: center;">Enable NetBrain automated Discovery and Benchmark system tasks</p> <p style="text-align: center;">Validate critical application paths</p>	<p style="text-align: center;">Resolve existing Device Discovery issues</p> <p style="text-align: center;">Resolve existing device fine tuning issues</p> <p style="text-align: center;">Support resolution of detected duplicate IP Addresses on the customer network</p> <p style="text-align: center;">Review existing Internet / MPLS Cloud</p> <p style="text-align: center;">Review existing Sites and Map Layouts</p> <p style="text-align: center;">Enable NetBrain automated Discovery and Benchmark system tasks</p> <p style="text-align: center;">Validate critical application paths</p>
Adapt and Automate	<p style="text-align: center;">Automate up to 6* customer incident tickets in NetBrain ¹</p> <p style="text-align: center;">Integrate with 3rd Party Systems to support ticket automation ²</p>	<p style="text-align: center;">Automate up to 6* customer incident tickets in NetBrain</p> <p style="text-align: center;">Integrate with 3rd Party Systems to support ticket automation</p>
Adoption	<p style="text-align: center;">Live Training Class Experience (Level-1)</p> <p style="text-align: center;">Peer enablement of NetBrain “No-Code” Automation Concepts</p>	<p style="text-align: center;">Live Training Class Experience (Level-1)</p> <p style="text-align: center;">Peer enablement of NetBrain “No-Code” Automation Concepts</p>

¹ Dependent on purchased node count license from NetBrain

² Pre-existing NetBrain integrations only; New integrations will require additional services purchase