Managed NetBrain Service Foundation

Many customers struggle to find the time to execute proper NetBrain platform maintenance resulting in a less than optimally managed platform. Managed NetBrain Service Engineers will cover this resourcing gap leading to a much cleaner infrastructure that will afford the customer the confidence in the data accuracy in the platform and allow them to focus on the reduction of MTTR using dynamic path, Runbooks, Data View Templates (DVTs), etc. that depend on a clean and maintained database to operate at their fullest potential.

Our Managed NetBrain Service is designed to not only ensure your NetBrain application layer is managed and maintained by resources that have an expert level of knowledge of NetBrain, but to ensure that those same resources will also come to have a profound understanding of your expectations acting as an *embedded resource within your organization providing capacity augmentation.*

The Managed NetBrain Service engagement is offered as a **12 month engagement**.

A NetBrain Administrator of Your Own

Your Managed NetBrain Service Engineer will keep the NetBrain Platform running in optimal condition to ensure that your problem solvers can successfully complete their network troubleshooting activities when they need it most. In addition to day-to-day operational management of the NetBrain device data, system tasks, and device onboarding, they will be responsible for implementation of software installs, upgrades, and control across the entire NetBrain application layer to keep you on the bleeding edge of NetBrain automation.

Your Managed NetBrain Service Engineer will report virtually and will comply with all corporate security policies and culture, practices and methodologies, workflow tools, management style, and any applicable technical platform(s).

You will have full control over the deliverables, projects, and teamwork utilizing your own best practices for project management, progress tracking tools, and day-to-day communications.

Resolve Key Adoption Issues

A key driver of the Managed NetBrain Service engagment, your Managed NetBrain Service Engineer will sit down with key organizational stakeholders to discuss any current pain points and opportunities for driving adoption within your organization. These discussions will inform an adoption strategy to help you achieve your operational goals with NetBrain.

Focused on Training and Enablement

Throughout the engagement, the Managed NetBrain Service Engineer will provide opportunities for cross-training through critical shadowing and reverse-shadowing sessions. Your team will become more invested in contributing to the NetBrain platform as their knowledge grows, which expedites refinements to existing workflows, brainstorming the best ways to solve challenges and issues within the network, as well as assessing the weaknesses of existing troubleshooting methodologies.

NetBrain Platform Maintenance and Management	Execution of NetBrain upgrades to latest NetBrain Releases Proactive application of latest NetBrain Service Patches and Driver Updates Maintain the NetBrain Software Application Layer and Operational Uptime Proactive enhancements to NetBrain platform as organizational needs grow
Maintain the NetBrain "Digital Twin"	Maintain live access to discovered network devices Resolve network device discovery issues Validate data accuracy with NetBrain Platform Validation Framework Support resolution of detected duplicate IP Addresses Maintain critical NetBrain Map Layouts for enhanced visualization Manage NetBrain Automated Discovery and Benchmark system tasks Maintain and validate critical application paths
Liaison to NetBrain Technical Support	Manage technical support case lifecycle from creation to closure Support customer internal SLA requirements

Enhancing the Managed Service Experience

NetBrain is pleased to offer an upgraded Managed NetBrain Service experience for those customers that want to not only get help with the day-to-day management of the NetBrain platform, but also struggle with how to best support their operational goals with respect to network automation. The Managed NetBrain Service Premium engagement includes involvement from our NetBrain Automation Center of Excellence and a yearlong Subscription to our NetBrain Automation Library which contains the most commonly occurring network issues and their codified RCAs from customers across the entire NetBrain user base.