



# Managed NetBrain Service Premium

## Required Pre-Requisites for Achieving Success

To ensure your Managed NetBrain Service engagement is a success, NetBrain Customer Success have identified the most critical and required pre-requisites to reduce engagement timeline and minimize delays in service engagement.

### Secured Access to NetBrain Platform

- Secured access is available to provide for the NetBrain Managed Services Engineer and Technical Support (Contractor Laptop, VPN, etc.)
- (*Recommended*) Provide NetBrain Account Executive or Customer Success Manager any materials, where required, for obtaining secured access to NetBrain platform prior to service engagement kickoff

### Reviewing Your NetBrain “Digital Twin”

#### Network Device Credentials

- Collect all current SNMP v1/2c community strings
- Collect all current SNMP v3 usernames, passwords, and authentication credentials
- Collect all current SSH username/passwords

#### Network Device Discovery in NetBrain

- (*Recommended*) Collect a complete IP List of devices on your network

### Key Resources for Project Success

The NetBrain Managed Service Engineer will require contact information from the following resources in your organization if a single technical point of contact is not assigned:

- Current NetBrain Administrator(s)
- Virtual Platform Team
- Network Architecture Team
- Network Operations Team
- Security Operations Team
- Development Operations Team
- Change Management Team
- ITSM / Tools Team

### NetBrain Automation Value Delivery (AVD)

- Engage your ITSM team (ServiceNow, SolarWinds, BMC Remedy, etc.) and request incident case data from last 6-12 months

## Identify Pain Points and Goals

- What are the current pain points when working with NetBrain? What would you like to see improved?

## Collaboration and Communication

- Identify resources in your organization for invite to private NetBrain-hosted Microsoft Teams chat group to enable real-time communication between NetBrain and your organization

## Training and Enablement

- Identify all consumers of NetBrain in the organization for onboarding to the NetBrain University training platform, NetBrain Customer Portal, and NetBrain Exchange Community (First Name, Last Name, Email, Title)

At project kickoff, a member of our Managed Services Team will review and confirm these pre-requisites and discuss next steps. If there are questions or clarifications required prior to service engagement kickoff, please connect with your NetBrain Account Executive and they can connect you with a representative from the Customer Success Team.



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