

# Enterprise Elite Services

## Network Practice - AID & MANAGE



NetEnrich's Enterprise Elite Services (EES) for Network Infrastructure is designed to provide solution providers with a comprehensive suite of 24 x 7 monitoring, maintenance and administration for their enterprise clients. It uses networking expertise, technological tools and proven methodologies to ensure zero network outages and complete business continuity.

## Network Practice Services

**Proactively monitor and manage your client's network infrastructure with NetEnrich EES AID & MANAGE:** Network infrastructures are critical for businesses and maintaining high availability is mandatory. NetEnrich EES provides you with network-level insights, maintenance and proactive services combined with the expertise of certified network professionals in order to help solution providers distinguish their business.

## Key Monitoring Parameters

ROUTERS / SWITCHES / FIREWALLS
Device Availability
Device Health (CPU and Memory Utilization)
Server Hardware Monitoring
Interface Performance – Utilization, In/Out Traffic Rate
Interface Errors – Error and Discard Rate, CRC and Collision Errors
Environment Check – Fan, Power, Temperature and Voltage Status
Buffer Usage – Small, Medium, Large and Huger buffer utilization and failures
VPN – IKE and IPSec Tunnel Availability
Remote Access Session Monitoring
MPLS Availability

  

WIRELESS NETWORKS(CISCO)
Access Point Availability
Access Points Client statistics
Network Health – Load, Interference, Noise and Coverage Status

  

REAL-TIME NETWORK PERFORMANCE MONITORING(SYNTHETIC TRAFFIC)
HTTP - URL Response Time
UDP - Jitter, Round Trip Time, Latency and Packet Loss
Network Health – Load, Interference, Noise and Coverage Status

## Supported Device

SWITCHES
<b>Cisco</b> - Catalyst Switches 2xxx, 3xxx, 4xxx, 5xxx, 65xx, 72xx
<b>Juniper</b> - EX 4200, E320
ROUTERS
<b>Cisco</b> - 8x, 19xx, 2800, 2900, 3200, 3800, 3900, 7200, 7300, 7500 Series
<b>Juniper</b> - M , E , ERX , J, Series
FIREWALLS
<b>Cisco</b> - ASA 5500 series, SA 500 series, ACA Express
<b>Juniper</b> - SRX Series Services Gateway, Net Screen Series, SA Series SSL VPN Appliance
OTHERS
<b>Cisco</b> - Wireless Access Points and Wireless Controllers
<b>Juniper</b> - SSG VPN Security Platform
<b>Bluecoat</b> - Proxy SG Series
<b>Riverbed</b> - Steelhead Product Family

## Standard Operating Procedures (SOPs)

NetEnrich personnel will review incoming alerts and log files to quickly pinpoint an issue and proceed with pre-defined standard operating procedures (SOPs) for remediation.

NetEnrich will follow SOPs for verifying and resolving alerts indicating Status Down, device health degradation, interface performance degradation, etc.

## Troubleshooting and Full Remediation

NetEnrich will remotely troubleshoot and fix issues for alerts that are generated. This includes:

- Incidents raised are fixed within the predefined SLA.
- Analysis of incidents to identify underlying problems based on SOPs.
- Record, classification and diagnosis of problems by certified experts.
- All activities logged into an ITIL based ticketing system and remote access session records available for audit.

## Maintenance Activities

**Proactive Synthetic Transactions** using **Cisco's IP SLA** Technology and **Juniper's RTMON** monitoring. We zero in on bottlenecks and take proactive measures before poor performance impacts your customers' business.

Periodic **Configuration Backup** of Network Devices along with difference report between any two revisions of configuration.

**ISP and Hardware Vendor Management:** NetEnrich personnel will follow up with the ISP or Hardware support and drive the issue to closure while keeping the solution provider in loop.

**Vendor Tech Support<sup>1</sup>** will be handled by qualified NetEnrich personnel, who will contact the vendor support team and get assistance as a part of the Vendor Support Contract. NetEnrich personnel will also handle all escalation and resolution.



**SALES CONTACTS:** For more information, visit us at [www.ingrammicro.com/seismic](http://www.ingrammicro.com/seismic) or call the

Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail [saleservices@ingrammicro.com](mailto:saleservices@ingrammicro.com).

For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail [services2ingrammicro.ca](mailto:services2ingrammicro.ca) or visit [www.ingrammicro.ca](http://www.ingrammicro.ca)

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### Administrative Activities

The NetEnrich services team will perform administrative activities as part of the Move, Add and Changes (MACs) and Service Requests (SRs).

MAC requests for VPN users, Existing VPN Tunnel parameter tuning, SSID Changes on WAP device, Firewall configuration change requests for existing setup (NAT, rules, access, etc.), Router/Switch configuration change requests for existing setup (VLANs, routes, etc.), device configuration restore in case of misconfigurations or failed device replacement, and upgrade of firmware for fixing security issues.

MID-MARKET SERVICES FOR NETWORK DEVICES	AID	MANAGE
24 x 7 Monitoring of Network Devices	✓	✓
Alert Validation and Escalation	✓	✓
Configuration Backup of Network Devices	✓	✓
NetEnrich Pre-defined Standard Operating Procedures (SOPs) Initial Remediation	✓	✓
Client's Custom Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Executive Dashboard (Web portal), On-Demand, Weekly and Monthly Reports	✓	✓
Proactive Synthetic Transactions using Cisco IP SLA or Juniper RTMON	✓	✓
ISP Vendor Escalations	✓	✓
Troubleshooting and Full Remediation		✓
Vendor Tech Support <sup>1</sup> for Further Troubleshooting and Full Resolution		✓
Hardware Vendor <sup>1</sup> Coordination for Hardware Failures		✓
Move, Adds, Changes (MACs) <sup>2</sup> and Service Requests <sup>3</sup>		✓

### Reports

Weekly and monthly reporting is provided and reports are available on demand for both NetEnrich EES AID and MANAGE services.

NetEnrich reports provide valuable data to regularly assess the overall health of a client's IT infrastructure under management.

**1** – Microsoft Vendor Tech Support Included. Must have valid vendors' maintenance/technical agreement for Network devices, Non-Microsoft or third-party applications, and antivirus products.

Expiration of maintenance/technical support agreement places limits on AID & MANAGE services. Software and hardware put into 'End of Life' by vendor will be limited to WATCH and AID service only.

**2** - MACs on Switches, Router, Firewall and VoIP.

**3** - Service requests limited to 30 minutes in length, and five hours per month maximum per customer.

### Out Of Scope

The following list of service activities are not within scope of AID or MANAGE services for Network Devices. These activities can be delivered by separate Remote System Administrator (RSA) services in conjunction with EES AID or MANAGE services:

- New VPN user configuration
- New device deployment, provisioning, configurations and migrations
- New site architect/design/re-design/ migrations of network infrastructure, remote office or branch office.
- New firewall rules and routing table modifications
- DNS changes and IP allocations
- Consolidate/migrated switch(s) and router(s) into new network infrastructure.
- Network Topology Changes



### About NetEnrich

NetEnrich offers solution providers and MSPs a better way to grow their IT businesses with infrastructure, enterprise, cloud and data center managed services. The company's innovative business approach of delivering IT as a professional service (IT-as-a-Service) provides instant access to expert, certified IT engineers, proven ITIL processes and an ISO27001 certified audited network operating center at a much lower cost than full-time resources.

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