

ADVANCED CLOUD SERVICES EMBEDDED ENGINEER

Aviatrix Advanced Cloud Services (ACS) offers a comprehensive array of solutions, ranging from standard configuration and implementation to fully managed operations. Our Embedded Engineers (EEs) assume a staff augmentation role, augmenting your technical team to deliver advanced cloud network environment management. Each EE is dedicated to your project and is responsible for executing both client-requested tasks and our recommended actions pertaining to your utilization of Aviatrix Secure Cloud Networking solution.

Our services encompass various critical functions, including incident management, change management, operational health assessments, and guidance on best practices.

ELEVATED OVERVIEW OF SERVICES

Our services are designed to optimize your network infrastructure, ensure compliance, and provide a seamless experience, enhancing both performance and security. Our scope of services encompasses a broad spectrum of network management and optimization tasks:

Environment Config and Health Analysis:

- Thoroughly analyze network configurations and architectural elements to ensure alignment with prevailing industry best practices.
- Conduct scheduled and proactive health assessments to uphold peak network performance and efficiency.
- Implement precise corrective actions derived from the outcomes of these health evaluations.

Performance Assessment and Enhancement: Evaluate current network performance and offer recommendations to enhance it, meeting specific operational requirements and maintaining an optimal network setup.

Change Management: Provide support in executing approved change management and provisioning requests, facilitating the integration of new workloads and services seamlessly.

Incident Management:

- Full-Time Embedded Engineers (FT-EE) will manage incident Service Level Agreements (SLAs) with a rapid 30-minute response time during standard business hours.
- Quarter-Time and Half-Time Embedded Engineers (QT/HT-EE) will adhere to incident management procedures in accordance with Software Support Services policy.

Security and Compliance: Ensure network compliance with security patches, software versions, and related elements.

Automation: Apply infrastructure as code (Terraform) best practices to construct network automation, including a sandbox environment for testing and training

Communication and Reporting:

- Maintain a streamlined communication process with scheduled calls and regular progress updates, promptly addressing any outstanding concerns.
- Convene quarterly operational reviews to ensure that our endeavors harmonize with your organizational objectives.

Training and Documentation: Offer informal technical and product workshops to equip operational teams with the necessary knowledge. Maintain a comprehensive and precise network description to ensure clarity and understanding.

Feature Testing and Validation: Verify new Aviatrix Software features, functionality, and releases in the Customer's development environment. This expedites the deployment of new services and applications and minimizes downtime.

INCIDENT MANAGEMENT

During standard 8x5 Customer local business hours, our Full-Time Embedded Engineer (FT-EE) collaborates closely with the Software Support Services team to address any Incidents that cannot be directly resolved through the implementation of a known fix. For Incidents occurring outside of these standard business hours, direct coordination with Software Support Services is undertaken.

CHANGE MANAGEMENT

Our Embedded Engineer (EE) service encompasses two core aspects of change management:

Provisioning Assistance: Our EE actively assists in the management and execution of change management and provisioning requests, particularly for new workloads and services.

Compliance Assurance: We diligently ensure network compliance, encompassing critical elements such as security patches, software versions, and related requirements.

OFFERING AND SERVICE LEVELS

Service Availability and Hours of Operation: Our Embedded Engineer (EE) service operates on an 8x5 model, providing accessibility during standard business hours and exclusively during an active Offer Period.

Incidents: Incident resolution timelines and procedures are in accordance with the guidelines specified in the Services Description for Software Support Services.

Change Management: Change management priorities are determined through mutual agreement between your organization and the EE, ensuring a tailored approach that aligns with your unique requirements.

SKU: AV-ACS-EE

FT: Full-Time Embedded Engineer – 40 hours / week.

HT: Half-Time Embedded Engineer – 20 hours / week.

QT: Quarter-Time Embedded Engineer – 10 hours / week.

Contract Duration: 1 Year