

SERVICES DESCRIPTION

ADVANCED CLOUD SERVICES MANAGED SERVICES

Aviatrix Advanced Cloud Service (ACS) offers a comprehensive range of customizable service offerings, delivering expert assistance in designing, implementing, and managing cloud network infrastructure.

As part of the ACS suite, Managed Services (MS) provides enhanced management of your cloud network environment, facilitated by dedicated engineers. These professionals handle both requested and necessary tasks associated with your utilization of Aviatrix's secure cloud networking software 24x7.

Managed Services encompasses various key functions, including incident management, change management, design and automation, operational health checks, and recommendations on industry best practices. However, it's important to note that 24x7 network operations center monitoring is not included in this offering.

ELEVATED OVERVIEW OF SERVICES

Under the umbrella of Aviatrix Managed Services (MS), organizations benefit from a range of critical features that enhance their cloud network operations while leveraging the Aviatrix secure cloud networking software. These features include:

Network Analysis and Architecture: We conduct a thorough analysis of network configurations and architecture to ensure alignment with current design standards and best practices.

Performance Assessment and Optimization: We assess the performance, connectivity, and bandwidth of your network, and provide recommendations for improvements to meet specific operational needs and maintain an optimal network configuration.

Change Management and Provisioning: We implement approved change management and provisioning requests for new workloads and services, ensuring seamless integration into your environment.

Proactive Health Checks and Corrective Actions: We perform periodic proactive health checks to ensure your network operates at peak performance and efficiency. If any issues are identified, we recommend and implement corrective actions to maintain optimal network functionality.

Software Maintenance and Upgrades: We schedule maintenance windows to ensure that your Aviatrix Software is always up to date with the latest versions, providing access to new features and enhancements.

Network Automation and Infrastructure as Code: We follow infrastructure as code (Terraform) best practices to build network automation, including a sandbox environment for testing and training purposes, accelerating deployment, and reducing restoration time and downtime.

Validation of New Software Releases: We thoroughly validate new software features and functionality as per your environment, ensuring a seamless deployment process and availability of new services and applications.

Incident Management and Support: We manage incidents in accordance with the Aviatrix Software Support Services, promptly addressing and resolving any issues that may arise.

Technical Engagement and Communication: Aviatrix Technical Engagement Manager (TEM) will schedule periodic calls and share regular updates on ongoing work and outstanding issues. Additionally, quarterly business reviews can be scheduled to discuss matters outside the scope of incident support, fostering a collaborative partnership.

Technical Workshops and Training: We provide informal technical and product workshops to train your operations teams, enhancing their understanding and proficiency in utilizing Aviatrix Software.

Documentation and Run Book: We maintain a comprehensive and accurate description of your network, ensuring that all relevant information is documented. Additionally, we create an operational handbook that details activities and processes for reference and guidance.

INCIDENT MANAGEMENT

Aviatrix's Incident Management service is a meticulous and collaborative approach to swiftly address and resolve issues. We ensure efficient handling of incidents, including those related to Third-Party products, through the following steps:

Issue Notification: Incidents are reported by the customer or Aviatrix Co-pilot to initiate support. Customers open Managed Services Support Ticket or communicate with their dedicated Managed Services engineer via their preferred channel.

Issue Triage: Our MS engineer assesses and begins resolving the issue, requesting additional information if needed. Complex cases may involve consultation or escalation to engineering / support. Clients receive regular progress updates through chosen communication channels.

Issue Closure: Upon resolution, the MS engineer communicates the solution, closes the ticket, and may provide a formal Root Cause Analysis (RCA) for critical issues.

Third-Party Incidents: For Third-Party product-related incidents, a Technical Engagement Manager (TEM) may be assigned to coordinate efficient resolution.

CHANGE MANAGEMENT

In order to ensure effective management of changes, Aviatrix Managed Services employs a structured Change Management Framework. This framework encompasses three categories of change management to address different types of software updates and configuration changes.

Required Software Updates: Managed Services supports the implementation of required software updates to ensure that your system remains at the desired version release. These updates are crucial for maintaining compatibility, security, and optimal performance.

Recommended Software Configuration Changes: In addition to required updates, MS may recommend certain software configuration changes for implementation. These recommendations are conveyed to you through a change management ticket request. Upon your approval, the recommended changes will be incorporated into your system.

Requested Changes: You also can request specific changes to the configuration, feature deployment, or other system modifications. However, these change requests are subject to review and approval by MS. Our team assesses the feasibility and ensures the implementation aligns with best practices for optimal outcomes.

DESIGN AND AUTOMATION SERVICES

Aviatrix Managed Services offers specialized expertise in design and automation to optimize your network infrastructure. Through our services, we provide valuable insights and recommendations to enhance your design and streamline automation processes, resulting in improved efficiency and scalability.

Design Optimization: Our team of experts thoroughly evaluates your existing network design and architecture. We identify areas for improvement and provide tailored recommendations to optimize your infrastructure. These recommendations may include network segmentation, security enhancements, performance optimization, and cost-effective resource allocation. By implementing these design enhancements, you can achieve a more resilient and efficient cloud network environment.

Automation Streamlining: We understand the significance of automation in today's dynamic network environments. Our Managed Services team works closely with you to identify manual processes that can be automated. By leveraging automation tools like Terraform, etc., we streamline your network operations, reducing human error and time-consuming tasks. This enables you to scale your network infrastructure effectively and respond rapidly to changing business needs.

Continuous Improvement: We believe in continuous improvement as networks evolve and technology advances. Our team remains engaged with your organization, regularly assessing your infrastructure performance and identifying opportunities for further design enhancements and automation. By staying proactive, we ensure that your network infrastructure remains optimized and aligned with industry best practices.

Documentation and Knowledge Transfer: Throughout the design and automation process, we collaborate closely with your team, sharing knowledge, design documents and best practices. We provide guidance on implementation, assist with configuration changes, and offer training to your staff to empower them with the necessary skills for ongoing network management and automation.

OPERATIONAL HEALTH CHECKS AND PROACTIVE NOTIFICATIONS

In Aviatrix Managed Services offers comprehensive operational health checks to assess the performance and status of your network infrastructure. Our team conducts thorough evaluations to identify areas for improvement and ensure optimal operational performance.

Performance Analysis: We analyze key performance metrics, such as latency, bandwidth utilization, packet loss, CPU, memory, etc. via Aviatrix CoPilot. This analysis helps us identify bottlenecks, areas of suboptimal performance, or potential capacity constraints. By understanding these performance factors, we can recommend optimizations to enhance the overall efficiency and responsiveness of your network.

Security Assessment: Our health checks include a thorough assessment of your network's security posture. We review Aviatrix firewall configurations, access controls, encryption protocols, and other security measures in place. This assessment ensures that your network adheres to best practices and industry standards, minimizing vulnerabilities and enhancing the overall security posture of your infrastructure.

Recommendations and Actionable Insights: Based on our evaluation, we provide detailed recommendations and actionable insights to address the identified areas for improvement. These recommendations may include changes to configurations, security settings, operational procedures, or performance optimizations. Our aim is to provide practical and effective solutions that align with your business goals and improve the overall operational health of your network.

Proactive Notification: Upon detection of a critical issue or SIRT, our Managed Services team initiates immediate notifications. We communicate these notifications promptly to the relevant stakeholders, ensuring that key individuals are aware of the situation and can take appropriate action.

OFFERING AND SERVICE LEVELS

Service Availability and Hours of Operation: Our Managed Services team operates 24X7 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 MS Team, ensuring a tailored approach that aligns with your unique requirements.

SKU: AV-ACS-MS

Coverage: 24X7

Contract Duration: 1 Year