

## Netreo Deployment Services

When deploying a full stack monitoring solution, you should be Ready to Go, Right Out-of-the-Box. Netreo provides out-of-the-box support for deep data collection for most vendors, with device-specific support and templates for Cisco routers, switches, controller-based and stand-alone APs, Meraki APs, F5 load balancers, InfoBlox, and firewalls from Cisco, Checkpoint, and Palo Alto. We support hundreds more, including servers, storage, cloud and virtualization platforms. Including these preconfigured integrations by default helps you focus on business decisions instead of putting out fires.

So how do you get started, and how do we help with your deployment?

Netreo provides two service options focused on enabling basic full stack visibility of a customer environment and more advanced zero touch lifecycle administration. Netreo customers choose to utilize either a Netreo Basic Deployment service, or a Netreo Advanced Deployment Service.

The following table outlines at a high level the capabilities delivered as part of each deployment option:

Capability	Basic	Advanced
Full Stack Monitoring	✓	✓
Device Onboarding	✓	✓
KPI Planning and Buildout	✓	✓
Default Templates and Alerting	✓	✓
Netreo Basic Training	✓	✓
Zero Lifecycle Administration		✓
Auto Configuration		✓
Cascading Templates		✓
ITSM Integration		✓
CMDB Integration (if purchased)		✓
Custom Dashboards		✓

In addition, each Netreo Edition - either Professional or Ultimate, has a specific detailed scope for professional services, outlined on the following pages.

## Basic Deployment Service (BDS)

*Available with Professional Licensing*

Netreo’s BDS includes the configuration of Service Engines, core modules, features and additional services that are inherent in the level of licensing purchased. It also includes remote deployment services that are designed for those customers with an environment that comprises 100 + managed devices with complex environments, and a dedicated NMS management team and monitoring requirements that are within the scale of traditional device level management.

Netreo assigned service engineers will provide deployment services that include project planning, deployment design based on Netreo best practices, remote configuration assistance and training. Weekly calls will be held for the duration of the deployment, not to exceed a three-month project plan.

Covered configurations are device addition through import or automated scanning and controller based, utilization of Netreo default groupings, association of Netreo’s default set of device “pollers”, as well as creation of custom SNMP based device types and pollers. Alerting control settings using Netreo type and subtype templates, as well as more detailed controls available in Category and Site based templating, including alert actions involving email, sms email, snmp trapping and incident publishing to the Netreo mobile app. Additional event correlation accomplished through the configuration of Incident Management rulesets – up to five rules. Along with the default set of groupings, custom groupings for Categories, Sites, Business workflows and functional groups can be configured.

Detailed Capability	Deployment
Device Addition	Import, scanning, virtualization, wireless and cloud
Template Build	Type, sub-type, category, sites, standard KPIs (CPU, Memory, Disk, Interface Bandwidth, Interface errors, Host state, Interface state, Other services available depending on vendor of managed device)
Additional Modules	Virtualization, WebART and EmailART, Netflow, Syslog, SNMP Trapping
Groupings	GroupingsCategories (Default set, Custom categories), Sites (Unlimited), Action groups (SNMP Traps, Email, SMS, Web Application), Strategic Groupings (Functional Groupings, Business Workflows)
Custom Reports	Up to five Custom Reports, Up to five Report Templates
Dashboards	Up to five custom dashboards, Default dashboards
Incident Management	Layer 2 and Layer 3 parenting, Up to five custom Incident management rules

## Advanced Deployment Service (ADS)

*Available with Professional Licensing and Ultimate Licensing*

Netreo’s ADS includes configuration assistance for all Service Engines, Modules, Features and advanced services entitled in the relevant Professional or Ultimate licensing. ADS is designed for companies with 500+ devices, highly complex and dynamic environments that can consist of a broad mix of devices and applications to manage and or integrate with. Services are also applicable to those companies with no or little staffing to dedicate to an NMS deployment and lifecycle.

Netreo assigned service engineers will provide deployment services that include project planning, milestone tracking, as-built documentation, deployment design based on Netreo best practices, configuration services based on project task and training. Weekly calls will be held for the duration of the project until all tasks and signoff is complete.

Covered configurations are device addition through import or automated scanning as well as ITSM ticketing & CMDB integration (ServiceNow, Cherwell or Micro Focus SMAX). Device management through association with Netreo’s default set of device “pollers”, as well as creation of custom SNMP based device types and pollers utilizing customer KPI driven SNMP based polling. False alarming is minimized through the use of Machine Learning based Incident Management rules, device parent and child relationship building along with Netreo engineering defined IM rules based on customers requirements. User dependent views and access obtained through the creation of unlimited custom dashboarding, reporting and then use of Netreo Device Partitioning. Zero Admin is accomplished through Netreo engineering’s use of a combination of Auto Configuration rule sets and a templating structure that utilizes Functional Groupings. Alerting, Alarming and Active Response objects are configured to insure that teams are notified of critical incidents and proactive remediation actions are invoked.

Detailed Capability	Deployment
Auto Configuration Rules	Defined and deployed
Device Addition	Import, CMDB, subnet scanning, virtualization, wireless, velo and cloud.
Template Build	Type, sub-type, category, sites, standard KPIs (CPU, Memory, Disk, Interface Bandwidth, Interface errors, Host state, Interface state, Other services available depending on vendor of managed device)
AIOps	Defined and deployed
Additional Modules	API Integration, Virtualization, WebART and EmailART, Netflow, Syslog, SNMP Trapping, Maintenance windows, Custom dashboards, AS-built documentation, Custom & advanced reporting, Custom pollers/device types
Groupings	Unlimited categories, Unlimited sites, Unlimited actions (Active response, webhooks), Strategic Groupings (Functional Groupings, Business Workflows)
Incident Management	Layer 2 and Layer 3 parenting, Up to five custom Incident management rules, Service Now integration

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