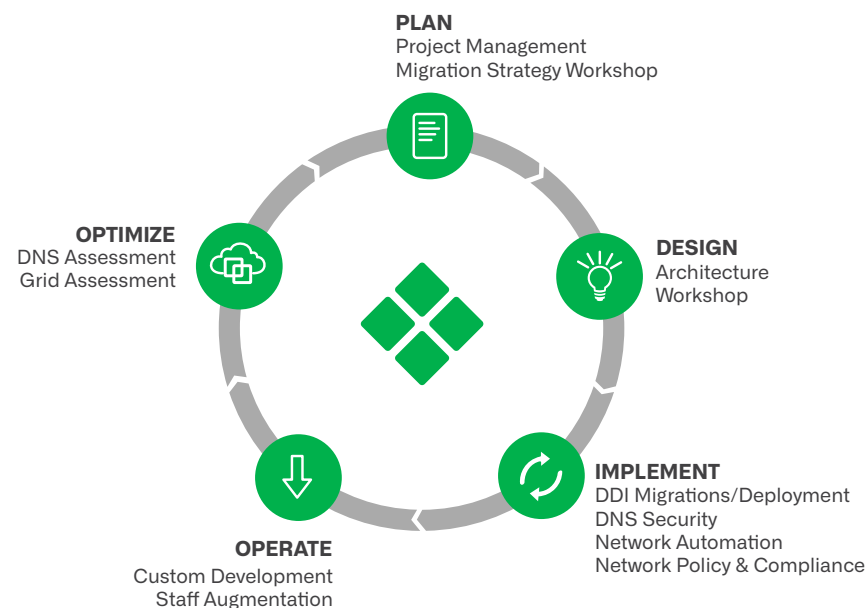**infoblox**

# Infoblox Professional Services: Overview

## EXPERTISE AND EXPERIENCE: THE INFOBLOX PROFESSIONAL SERVICES TEAM

Within organizations large and small, networks are always in flux, constantly adjusting to changes and updates. As today's network complexities multiply, network reliability and business continuity require IT staff to have a sound knowledge of their network architecture and products and their interactions.

Infoblox Professional Services help you maximize your investment in your network infrastructure and your Infoblox products by giving you a holistic view of your network. Our experienced and highly skilled consultants work with you in depth to understand your organization's unique challenges and goals. They then design strategies to help you meet these challenges and achieve your business goals—all while reducing total cost of ownership.

## FULL LIFECYCLE SUPPORT

The Infoblox Professional Services team provides full lifecycle support for Infoblox customers, from pre-deployment architecture workshops to implementing Infoblox solutions in a cost-effective way. Our services are structured around the industry-standard plan, design, implement, operate and optimize (PDIOO) service model.



**PLAN**
Project Management
Migration Strategy Workshop

**DESIGN**
Architecture
Workshop

**IMPLEMENT**
DDI Migrations/Deployment
DNS Security
Network Automation
Network Policy & Compliance

**OPERATE**
Custom Development
Staff Augmentation

**OPTIMIZE**
DNS Assessment
Grid Assessment

## FEATURES AND BENEFITS

**Experienced engineers**
Infoblox experts who are familiar with all aspects of your solution bring focused engineering expertise and experience to the table.

Assistance from our team optimizes efforts by allowing your staff to focus on service design and service operation instead of pursuing time-consuming research on technologies and products. Such assistance also helps you cut costs by lowering operational expenditures.

**Proven technology**
Infoblox has performed hundreds of projects just like yours using a tried-and-true methodology. Your project will follow a proven game plan from start to finish and get your Infoblox investment working for you quickly.

In addition, we provide valuable experience to mitigate project risk at each phase and facilitate successful execution.

**Customer focus**
Infoblox strives to help you understand every aspect of your Infoblox solution. Knowledge transfer and communication are our foundation, helping your staff refine, operate and scale your environment as you move forward.

Within this service lifecycle we will get your Infoblox solutions up and running much quicker and more effectively than you would on your own, and without the typical risks that often accompany deploying a new solution into an existing network environment. With the highest level of customer satisfaction in mind, our team will work to provide you with the most cost-effective return on investment of your Infoblox solution. This extends to services beyond the initial implementation, including customization and audit/assessment services.

Below are a number of specific offerings from the Infoblox Professional Services team, along with the benefits they provide. After numerous customer engagements, we developed these programs to address the most common goals and objectives our Professional Services team has encountered in the field. In addition to these sample offerings the Professional Services team will be glad to design a custom program tailored expressly for your organization.

## INFOBLOX PROFESSIONAL SERVICES AT A GLANCE

| | Service | Description | Benefit |
|---|---|---|---|
| **PLAN** | | | |
| | **Project Management** | Infoblox Project Management services are also available to keep your project on track and coordinated throughout the implementation cycle. | Leverage Infoblox Project Management to lead your Infoblox solution project and facilitate success with less risk. |
| | **Migration Strategy Workshop** | Infoblox Professional Services will conduct a Migration Planning workshop of your proposed Infoblox solution. All aspects of the migration will be reviewed and documented to lay the foundation for a successful project. | Rely on the years of experience our Infoblox engineers have in doing these migration projects, and let them help you understand the challenges, risks and steps needed to complete your project successfully. |
| **DESIGN** | | | |
| | **Architecture Workshop** | Infoblox Professional Services will conduct an Architecture workshop of your proposed DNS, DHCP and IPAM (DDI) solution, taking into consideration your current environment and the Infoblox solution best suited to develop the design that meets your needs. | Optimize your staff's time by entrusting the responsibility of researching and documenting the new design, architectural findings or other network enhancement planning to Infoblox's experienced engineers. |

| | Service | Description | Benefit |
|---|---|---|---|
| **IMPLEMENT SERVICES— DNS/DHCP/IPAM (DDI)** | | | |
| | **DDI Migrations/ Deployment** | Infoblox Professional Services will work with your project team to migrate you from your current DDI technology and implement the Infoblox solution to ensure you meet your technical and business requirements. | Work with a seasoned engineer who has performed many Infoblox implementations like yours, and whose extensive industry and technical knowledge will help you integrate the Infoblox solution successfully into your environment. |
| | **DNS Security** | Infoblox Professional Services will work with your project team to deploy Infoblox security solutions. These solutions include our DNS Firewall and DNSSEC implementations. | Work with an experienced engineer who has performed many projects using these services efficiently and quickly to help you get the most from your Infoblox investment.. |
| | **Network Automation** | Infoblox Professional Services will work with your project team to facilitate the implementation and operationalization of NetMRI into your environment, including appliance deployment, role-based administration and device discovery. | Let the experts help you integrate NetMRI into your daily operational processes. This integration will allow you to get alerts when your environment changes, set up reports for upper management and further customize how NetMRI can help you be proactive on a daily basis. |
| | **Network Policy and Compliance** | Infoblox Professional Services will work with your compliance team to identify the critical compliance points of interest that NetMRI can monitor and report on to provide you with proactive management of your network compliance goals. | Leverage the powerful NetMRI policy and scripting engine to develop proactive monitoring of your network along with compliance reporting to stay one step ahead of your compliance auditing requirements. |

| | Service | Description | Benefit |
|---|---|---|---|
| **OPERATE** | | | |
| | **Custom Development** | Infoblox Professional Services will work closely with your project team to identify how to take advantage of the powerful NIOS API to perform anything from simple workflows to complex integration functions. | Make operationalizing your Infoblox solution more flexible by creating simple workflows for less experienced staff or complex integrations with other systems to ensure your Infoblox solution meets your business and technology goals. |
| | **Staff Augmentation** | Infoblox Professional Services can provide on-site or remote staff augmentation services to be your "in-house" Infoblox solution expert who can help you implement and operationalize your environment with less risk. | Optimize and augment your staff availability and expertise by having a trained, seasoned Infoblox engineer on site to be the go-to person for anything Infoblox. |
| **OPTIMIZE** | | | |
| | **DDI Best Practice Assessment** | Infoblox Professional Services will review your current Infoblox or legacy DDI environment for process, protocol or architectural issues and will document and make recommendations to you. | Take advantage of our years of industry and DDI knowledge to review your environment in a "best practice" fashion to identify areas where your DDI service delivery environment can be improved. |
| | **Grid Assessment** | Infoblox Professional Services will review your current Infoblox Grid configuration for design and operational issues. We will document all recommendations and present them to you. | Leverage our in-house experts to review your Grid in a "best practice" fashion to identify areas for improving your DDI service delivery environment. |

For more information on Infoblox how Professional Services can help address your current and future needs, please contact your local Infoblox representative, or email info@infoblox.com.

**infoblox.**

Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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