

DATASHEET

Infoblox Professional Services: Operate and Optimize Services Overview

FEATURES AND BENEFITS

- Flexibility**
 Harness the power of the NIOS API to perform simple workflows to complex integration functions, tailored to your staff, business, and technology goals.
- Expertise**
 Optimize your staff availability with “in-house” Infoblox solution experts to provide consultation and training whenever needed.
- Identification of opportunities for improvement**
 Take advantage of DDI and industry knowledge and let Infoblox perform an expert review of your environment, and recommend improvements.
- Grid optimization**
 Our experts will review your current Infoblox Grid or DDI configuration and provide documented recommendations to improve your DDI service delivery.

Within this service lifecycle are the operate and optimize phases. The Infoblox solution has many capabilities that might not have been a day-zero requirement. We can help you take advantage of powerful APIs to have us develop custom automation or workflows to help your team become more effective in their daily tasks.

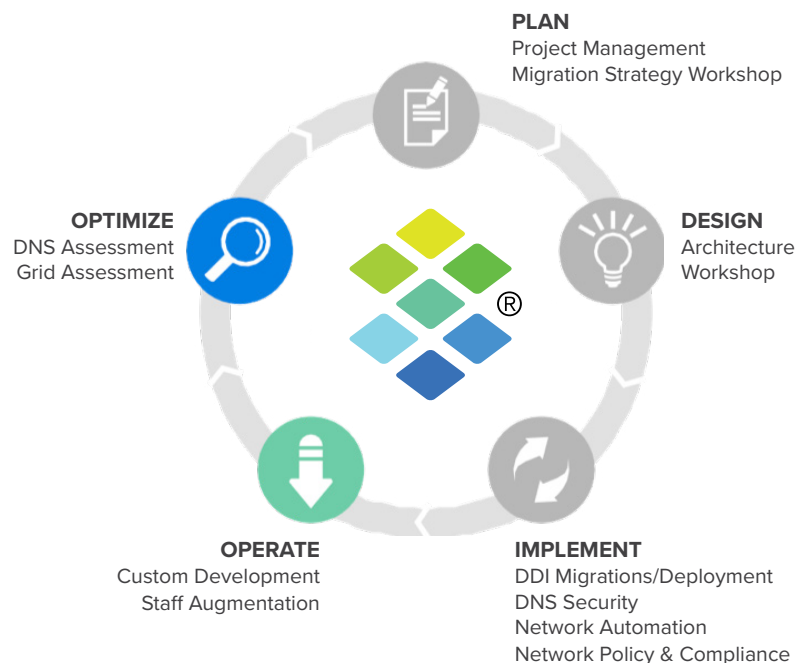
Expertise and Experience: The Infoblox Professional Services Team

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, and then design strategies to help you meet these challenges and achieve your business goals—all while reducing the total cost of ownership.

Full Lifecycle Support: Implementation Services

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.



We can also provide DDI and/or Infoblox Grid™ assessments to help you better understand your current environment and present recommendations based on years of industry experience to help you better manage your infrastructure.

This phase of the lifecycle helps you better utilize your investment and set the stage for making it work better for you in the future.

Operate Services: Custom Design and Development



While the Infoblox user interface for managing the Grid is very powerful and flexible, some customers find they need functionality that is a subset of what the UI provides or a need to integrate NIOS with other systems. With the bloxTool Design and Development project, the Infoblox Professional Services team provides a custom HTTP-based interface to perform specific tasks as determined by your goals and desired outcomes. The bloxTool Design and Development service:

- **Develops** functional specifications after gathering and documenting requirements
- **Tests** the custom development to ensure it meets standards and specifications
- **Ensures** you receive post-delivery support from the Infoblox Professional Services team

At the completion of the Custom Design and Development service, you will have developed a software tool providing the specific functionalities you need to meet your company objectives, requirements, and standards. These projects are custom-scoped, based upon the size and complexity of your environment.

Operate Services: Staff Augmentation

The Staff Augmentation service provides Infoblox subject matter experts (SME) working with you on site and/or remotely, assisting you with all aspects of your Infoblox solution, from initial design/architectural requirements through on-going operational support. The SME will be responsible for any Infoblox-related decisions and issues, and will interface with the Infoblox Support, Product Management, and Engineering organizations to find solutions effectively and efficiently. The SME is there to help you meet your technical and business objectives.

Optimize Services: DDI Best Practices Assessment



The DDI Best Practices Assessment is recommended if you are looking to obtain a review of your current network environment, whether it is based on Infoblox or some other DDI technology, and need recommendations for improvement. The DDI Best Practices Audit can occur at the beginning of an implementation or later in the deployment to ensure that your DDI services are operating at peak performance.

The Infoblox Professional Services engineer will review all aspects of your current DDI implementation including:

- **Understanding** how your DNS/DHCP protocols operate today, identifying current issues, and keeping an eye on your future plans and requirements
- **Gaining** a complete review of your DNS/DHCP system health
- **Developing** an operational model with operator roles and permissions and change-management process

At the end of a DDI Best Practices Audit, you will have in hand full documentation and a presentation on the findings and recommendations to bring your DDI environment in line with industry best practices.

Optimize Services: Grid Best Practices Assessment

The DDI Grid Assessment is recommended if you have been utilizing Infoblox Grid solutions and are seeking recommendations for improvement. The DDI Grid review is best done after you have been using the Infoblox solution for several months and are looking to see if the Grid is operating at peak performance.

The Infoblox Professional Services engineer will review all aspects of your Infoblox Grid including:

- **Understanding** how your Grid is currently operating, identifying current issues, and keeping an eye on your future plans and requirements
- **Gaining** a complete review of your Grid health
- **Providing** recommendations on how new features and/or functions can be utilized in your environment

At the end of a DDI Grid Assessment, you will have in hand full documentation and a presentation on the findings and recommendations to bring your Grid in line with Infoblox best practices.

The Infoblox Professional Services team provides full lifecycle support to help you get your Infoblox solutions up and running quickly and efficiently, minimizing risk and providing you with the most cost-effective return on investment from your Infoblox solution. For more information on Infoblox Operate and Optimize Services, along with Planning, Design, and Implement Services, please contact your local Infoblox representative, or email info@infoblox.com.



Infoblox is leading the way to next-level DDI with its Secure Cloud-Managed Network Services. Infoblox brings next-level security, reliability and automation to on-premises, cloud and hybrid networks, setting customers on a path to a single pane of glass for network management. Infoblox is a recognized leader with 50 percent market share comprised of 8,000 customers, including 350 of the Fortune 500.

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