

Infoblox Professional Services: Resident Engineer Overview

Realize the full value of your Infoblox investment with a dedicated engineering resource

Infoblox has designed Resident Engineer (RE) Service offerings to provide on-site or remote management or assistance with the operation of Infoblox platforms on a full-time basis.

RESIDENT ENGINEER SERVICE

The Resident Engineer Service from Infoblox is a program designed to ensure that our customers get immediate, sustained and optimal value from their Infoblox solutions. Resident Engineers (REs) are full-time on-site or remote contractors who are highly trained to play a lead role in your network architecture and network operations teams. The RE program effectively embeds a core member of the Infoblox Professional Services Team within your organization—full time—to handle the configuration, deployment and management of the entire range of Infoblox appliances and solutions within your network infrastructure.

Infoblox REs are experts in all aspects of network architecture and operations involving Infoblox solutions, including DNS, DHCP, IPAM (DDI), cybersecurity, cloud provisioning and appliance provisioning. REs serve as a key member of the teams that are tasked with architectural-level changes to your environment. The RE will be a member of migration, assessment and solution implementation teams under the direction of Infoblox Professional Services Engineering and/or other equally qualified personnel. For instance, REs frequently lead or serve with the team responsible for developing and documenting migration strategies and performing Grid/DDI/Security assessments and implementations. Further responsibilities or roles include:

- Test lab/sandbox design and development
- Data import/export
- Data validations in support of platform migrations
- Security solution implementations
- Documentation services covering your existing Infoblox environment
- Leading or participating in Quarterly Business Reviews (QBRs)

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 spending time researching technologies and products. This approach also helps you cut costs by lowering operational expenditures.
- **Proven methodology**
Infoblox has performed hundreds of projects just like yours using tried-and-true methodologies. Your project will follow a proven game plan from start to finish and get your Infoblox investment working and returning value for you as quickly as possible. 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.

UNLEASH THE FULL VALUE OF YOUR INFOBLOX SOLUTIONS

Service	Description	Benefit
Staffing Level	Once engaged, Resident Engineers provide service to your organization only.	Dedicated expertise focuses solely on your business objectives and technological challenges.
Location of Resource	REs can be dedicated onsite, offsite or a mixture of both.	Flexible work arrangements ensure that you have the engineering resources you need, where and when you need them.
Customer Environment and Solution Awareness	REs are highly trained and fully aware of your network architecture and components, as well as plans for growth/expansion.	Entrust your RE to develop plans that are consistent with your strategy.
Performance of New Installations and Changes	REs prepare and validate appliance and software configurations for new installations and changes within the network, such as software upgrades.	Work with an experienced engineer who has performed many projects using these solutions and can perform these services efficiently to help you make the most of your Infoblox investment.
Health Reports and Operational Recommendations	The engineer will monitor and establish the baseline for your solution.	Receive recommendations on operations and solution design to ensure optimal operation.
Development and Maintenance of Fault Diagnosis Procedures	REs create procedures to address and fix errors within the system.	Your RE will resolve any issues with your critical Infoblox solutions.
Preparation of Regular Project Status Reports	REs provide timely project status reports.	Stay informed of the status of Infoblox solution activities/functionality.
Proactive Incident and Escalation Management	REs take ownership of open support cases until they are resolved.	Free up your staff by leveraging the Infoblox engineer to address support cases.



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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