# Infoblox Professional Services: Account Engineer Overview

## Realize the full value of your Infoblox investment with an expert engineering resource

**Infoblox has designed Account Engineer (AE) Service offerings to provide remote management or assistance with the operation of Infoblox platforms on a part-time basis.**

### ACCOUNT ENGINEER SERVICE

The Account Engineer Service from Infoblox is a program designed to ensure that our customers get immediate, sustained and optimal value from their Infoblox solutions. Account Engineers (AEs) are remote consultants highly trained to play a lead role with your network architecture and network operations teams. AEs provide operational engineering services such as Grid deployments and upgrades; system migrations and upgrades and documentation services, basic health checks and management of or participation in on-site Quarterly Business Reviews (QBRs). The AE program effectively embeds a core member of the Infoblox Professional Services Organization within your team to provide support for the configuration, deployment and management of the full range of Infoblox appliances and solutions within your environment.

Infoblox AEs are experts in all aspects of network architecture and operations involving Infoblox solutions, including DNS, DHCP, IPAM, cyber security, cloud provisioning and appliance provisioning. The AE will also be a member of migration, assessment and solution implementation teams under the direction of Infoblox Professional Services Engineering and/or other equally qualified personnel. AEs are engaged on a part-time basis and work offsite, but they can be available onsite for QBRs as needed. Typical duties include:

- Operational management of Infoblox systems and software
- Coordination with other Infoblox resources: Technical Account Manager, Professional Services Engineer and Support
- Basic health assessments of Infoblox infrastructure
- Infoblox product-related testing to ensure proper operation
- Participation in data migration go-lives
- Proactive incident and escalation management
- Systems assessments and security solution implementations
- Documentation services covering your entire Infoblox environment

### 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.

## EXPERT ENGINEERING SERVICES TO OPTIMIZE YOUR INFOBLOX SOLUTIONS

| Service | Description | Benefit |
|---|---|---|
| Number of Customers Serviced | Account Engineers provide dedicated service to four customers each year. | Deploy the right amount of engineering resources to optimize costs based on needs. |
| Location of Resource | AEs work offsite. | Optimize and augment your staff availability and expertise by having a trained, seasoned Infoblox engineer on call as the go-to person for anything Infoblox. |
| Customer Environment and Solution Awareness | AEs quickly get up to speed to become fully aware of your network architecture and components, as well as plans for growth. | Entrust the engineer to develop plans that are consistent with your strategy. |
| Performance of New Installations and Changes | AEs 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 in an efficient manner, helping 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 | AEs create procedures to address and fix errors within the system. | Get rapid assistance in resolving any issues with your critical Infoblox solutions. |
| Preparation of Regular Project Status Reports | AEs provide timely project status reports. | Stay informed of the status of Infoblox solution activities/functionality. |
| Proactive Incident and Escalation Management | AEs take ownership of open support cases until they are resolved. | Free up your staff by leveraging the Infoblox engineer to address support cases. |

**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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