



# Looking for More Effective IT Staff Utilization and Better Network Performance?

Extreme Networks Managed Services

# The Why – Technology Pressures

Do you have a strategy for:

- Improved efficiency and better use of your IT infrastructure and staff?
- A more proactive approach to notifications of network performance and health issues?
- Cost-effective ways to monitor and manage the impact of IoT, BYOD, Cloud applications?



# The Why – Technology Pressures

Do you have a strategy for:

- Efficient on-boarding of network monitoring for new remote sites?
- Augmenting in-house expertise gaps as your network complexity increases?



# The Why – Shift of Focus

How important are the following to you?

- Applications/services/information availability
- A mindset shift beyond devices and device protection
- The experience of your end users
- Regular face-to-face interaction and collaboration



# The Why - Market Dynamics

IT departments are finding better ways to use their resources

Managed Services reduce the recurring in-house IT costs by 30-40% and bring about 50-60% increase in efficiency.\*

\* Source: MarketsandMarkets report “Managed Services Market by Managed Data Center, Managed Network, Managed Information, Managed Mobility, Managed Infrastructure, Managed Communications, Managed Security – Global Forecast to 2019”





# The What – 3 Reasons to Buy Managed Services

What can Managed Services do for you?

- Free up your IT staff to focus on core activities
- Save time and money associated with training your IT staff and hiring more staff
- Provide a lower cost, more flexible solution to monitoring and managing your network, including support

# Which of these Options Meets Your Needs Best?

## ExtremeWorks Managed Services - MonitoringPLUS

- Proactive problem notification regarding network performance and health
- A scalable, flexible solution to your network monitoring needs
- 7x24x365 network monitoring expertise
- Extensive cloud-based dashboard that provides instant access to network visibility
- Customer access to network reporting via a Managed Services Gateway
- Comprehensive support offerings for your Extreme Networks devices, including technical phone support, software updates, and advance hardware replacement, with onsite options

**\* NOTE: Next Business Day support is included with all Managed Services offerings**

## ExtremeWorks Managed Services – ResponsePLUS

All of the MonitoringPLUS features with these added benefits:

- Accelerated problem detection *and resolution* of Extreme Networks supported devices, *including updating configurations and software or making hardware changes*
- A designated Service Manager to manage problem resolution support
- An inventory of Extreme Networks devices to have a better understanding of assets and their configurations for better network health
- Semi-annual service reviews to discuss the status of network performance, health, vulnerabilities, and suggested improvements



# Helpful Information at Your Fingertips



## Dashboards - Welcome

# 20

July 2015

D	M	T	F	S	S	M
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### Support Cases

No.	Description	Reporter	Issue key
1	interface crc error	Mr. Jonson	XNN-9858
2	flapping root bridge	Mr. Smith	XNN-9859
3	isp delay issue	Mr. Black	XNN-9958
4	interface crc error	Mr. Smith	XNN-9859
5	flapping root bridge	Mr. Black	XNN-9958
6	isp delay issue	Mr. Smith	XNN-9859

### Monitoring - Alarms

Severity	Date/Time	Device	Type	Alarm Title
▼ Critical	2015-07-10 06:00:00 UTC	de-test01	IP Device	DEVICE HAS STOPPED RESPONDING TO POLLS
▼ Critical	2015-07-06 08:00:00 CEST	extrouter01	ROUTER	SECURITY INTRUSION
▼ Critical	2015-07-10 06:00:00 UTC	de-test67	IP Device	BAD LINK DETECTED
▼ MAJOR	2015-07-10 06:00:00 UTC	deprx01	MonitoredDisk	DISK TRESHOLD EXCEEDED
▼ MINOR	2015-07-10 11:00:00 UTC	wantr0012	ROUTER	NCM POLICY VIOLATED

#### CIOS: Now Is The Time To Prepare For The Internet Of Things - Part 1 of 2

The best way to understand the impact that the Internet of Things will have on IT is to set up...Read More

15 JUL 2015  
7:52:48

#### Monitoring DNS NXDOMAIN

Are you interested in monitoring BYOD traffic headed to the Internet for security threats? You should be paying close ...

14 JUL 2015  
11:00:54

#### Extreme's Latest Identifi Solutions Make Wireless and Cloud Deployments Easier than Ever

We are excited to introduce our newest wireless release; our simple, fast and smart award-winning Identifi wireless solution. ...

13 JUL 2015  
11:00:54

#### Think like the Customer: Wi-Fi and Monetization Strategies in Sports Venues

This will be our fourth year participating in the SEAT Conference, and each year the Sports & Entertainment

7 JUL 2015

### Devices

1 - 1 of 1

EXPORT

COLUMNS

Device name	Device location	Health	Performance	Security
de89et980.customer01.etag.com	EOC	▼ Major	▼ Normal	▼ Minor
de89et980.customer01.etag.com	EOC	▼ Major	▼ Normal	▼ Minor
de89et980.customer01.etag.com	EOC	▼ Major	▼ Normal	▼ Minor
de89et980.customer01.etag.com	EOC	▼ Major	▼ Normal	▼ Minor

1 - 1 of 1





# What's Next?

- Contact your Extreme Networks partner
- Poll the network for devices or use our Discovery Tool and discuss pricing quotation
- Choose the best solution for you
- Implement the solution
- Enjoy the benefits of flexibility, more effective use of your IT staff and a stronger bottom line



Extreme<sup>®</sup>

Connect Beyond the Network

Thank You

[WWW.EXTREMENETWORKS.COM](http://WWW.EXTREMENETWORKS.COM)

