NetBrain
DEMOCRATIZING NETWORK AUTOMATION

NetBrain Automation Maturity Service

Transforming your NetOps and DevOps at the speed of business requires a disciplined focus. Continuous evolution is required to sustain advantage over ever-changing priorities, goals, and initiatives. NetBrain Professional Services has designed the Automation Maturity Service, offering both impact skillsets and focus to accelerate your transformation journey using the NetBrain Automation Platform.

Achieving Automation Maturity

Your core NetBrain Service Team— a Program Manager and a Solution Architect— are the guiding voices needed to support continuous adoption assessment, transformation planning, and developed solution rollouts. As part of the ongoing services program, these resources are responsible for:

- Unraveling the complexities of your network and developing a transformative NetBrain roadmap that satisfies your NetOps and DevOps goals.
- Learning how to speak your language – Adapt NetBrain concepts to how you work and in "your own words", not ours.
- Identify and Design rollout plans to enhance your existing CI/CD workflows with NetBrain Automation.

Fill Knowledge Gaps with Flex Resourcing

Unlike typical services offerings bound to a single resource and skill set, the Automation Maturity Service provides flexibility to introduce key subject matter experts, as needed, throughout the program, ensuring you always have our best resources aligned to your prioritized initiatives.

Our subject matter experts span all network and software development disciplines to be with you every step of the way through software updates, remediation of platform accuracy issues, onboarding new technology, buildout of valuable network automation dashboarding, onsite or virtual training delivery, and everything in between.

Create an Environment of Self-Sustaining Engineers

Throughout the Automation Maturity Service engagement, your engineers will organically become more invested and self-sustainable in contributing to the NetBrain platform as their knowledge grows. This growth expedites refinements and enhancements to existing workflows, adapting NetBrain Automation for AI Operations, and self-assessing weaknesses of existing troubleshooting or assessment methodologies.

What is Automation Maturity?

The NetBrain Automation Maturity Model is designed is to help guide organizations and their engineers visualize and think through how they can improve their current level of adoption to achieve maximum value and align them to a path for transformational improvement.

Using a personalized, process-driven approach, your NetBrain Service Team of experts will overlay our model for assessing automation maturity across ten critical product areas that will inform the adoption improvements delivered by this service program:
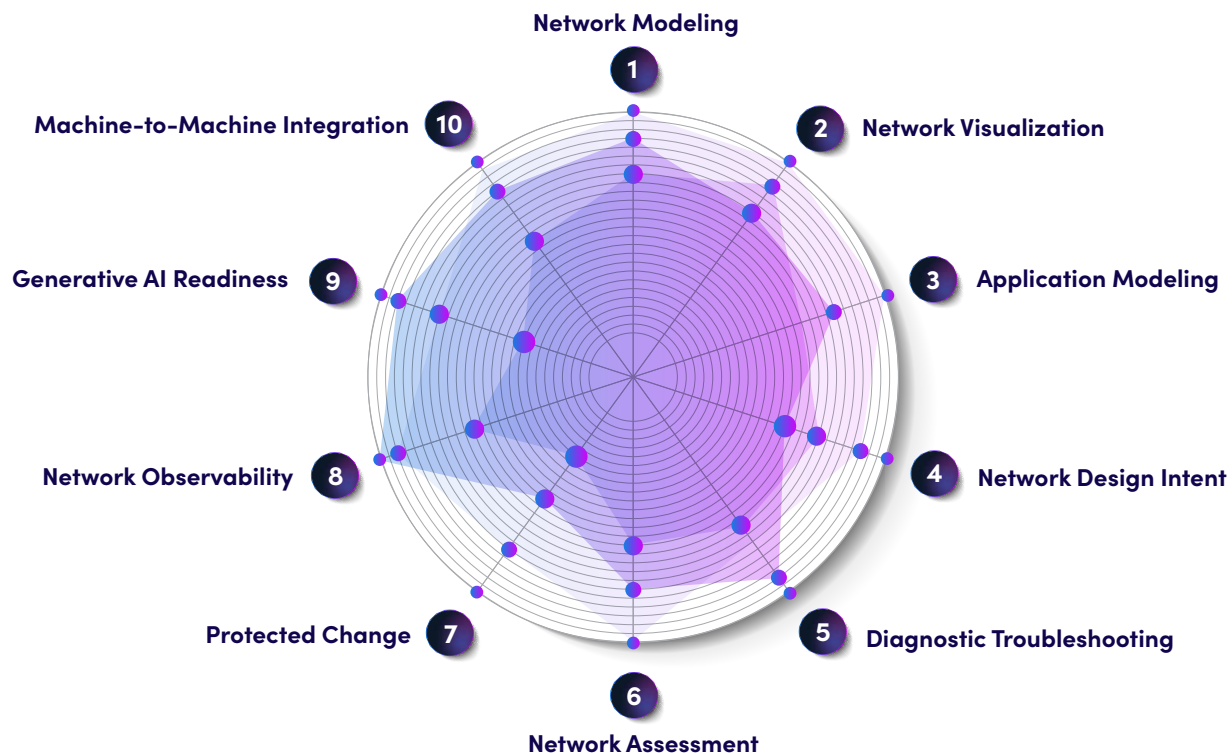
1. Network Modeling
Overall accuracy of the data collected by NetBrain across an on-prem or hybrid network environment.

2. Network Visualization
NetBrain representation of physical and software-defined network topology in consumable, accurate map layouts.

3. Application Modeling
Identification and validation of critical network traffic flows that are essential to your operations.

4. Network Design Intent
Automation validating Forward and Reverse Engineered device, feature, and network designs.

5. Diagnostic Troubleshooting
Establish area of impact, apply automation from your own library, and collaborate throughout the entire support lifecycle.

6. Network Assessment
Automation for task-driven assessments to validate key security initiatives, vulnerability scans, or one-off projects occurring within the network.

7. Protected Change
Application of Automation to Pre-, During, and Post-Change events to avoid unplanned impact or network degradation.

8. Network Observability
Applying diagnostic Automation that provides depth of execution while providing context on a predictable schedule.

9. Generative AI Readiness
Are the NetBrain Automation assets "AI-Ready"? Transformation of the network into assets consumable by NetBrain Generative AI Studios.

10. Machine-to-Machine Integration
NetBrain Automation delivered using machine-to-machine API interfaces across other 3rd party tools and platforms.

Service Highlights

Service Component		Features
Service Program Operations	Program Duration	1-Year Subscription (Minimum)
	Core NetBrain Team	Named NetBrain Project Manager Named NetBrain Solution Architect
	Flex Resources	NetBrain Deployment Engineer NetBrain Platform Engineer NetBrain Automation Engineer
	Program Governance	Regularly scheduled technical checkpoints Monthly program steering calls with NetBrain Service Leadership Quarterly Business Reviews Ongoing interviews with key leaders and users within the organization
	Transformative Roadmap	Design and delivery of strategic blueprint of customer prioritized needs Adapt NetBrain Automation concepts to customer language and approach Delivery of monthly updates to the NetBrain Automation Maturity Model
	Incident Data Analysis	Ongoing data scrub using 6-12 months of ITSM Incident data for key automation targets
	Training and Enablement	Design and execution of developed end user enablement activities Delivery of private NetBrain Foundational, Administrator, and Power User training sessions Support enablement rollout plans of developed automation dashboarding
	Technical Support Liaison	Manage technical support case lifecycle from creation to closure Full escalation management of open support issues Support customer internal SLA requirements
Platform Health	Fully Executed Deployment	Execution of NetBrain software upgrades to latest NetBrain Releases Proactive application of latest NetBrain Service Patches and Driver Updates Planning and execution of platform expansion, relocation, or high-availability enhancement
	Application Management	Maintain the NetBrain Software Application Layer and Operational Uptime Proactive enhancements to NetBrain platform as organizational needs change
	Platform Maintenance	Daily operational system status validation of devices, tasks, and operations Remediation of network device discovery and live access issues Validate "Digital Twin" data integrity with NetBrain Platform Validation Framework Maintain critical NetBrain Map Layouts for enhanced visualization Manage NetBrain Automated Discovery and Benchmark system tasks Maintain and validate critical application paths
Automation Adoption	Automation Development	Develop NetBrain Network Intent Automation to support Automation Roadmap Design NetBrain Automation End User and AI Enhanced interfaces Co-Develop a customized Network Automation Library adapted for customer roadmap Implement key network compliance or assessment automation units Reverse Engineer key device and feature configuration to enforce key network designs Transform newly developed and existing automation assets for AI readiness initiatives
	Workflow Integration	Enhance existing CI/CD workflows with developed NetBrain Automation Support customer development and integration with available NetBrain RESTAPI
	Machine-to-Machine Integration	Integration of NetBrain platform with 3rd party network monitoring platforms Integration of NetBrain platform with ITSMs for CMDB and Incident Enhancement

Features and Benefits

Access Expertise On-Demand

Take advantage of flex resourcing to ensure that you always have the correct engineer skillset for each phase of your NetBrain Automation maturity.

Engagement Continuity

Enjoy the benefits of long-term planning and visibility with experienced NetBrain Solution Architect and Program Management professionals who desire to speak "your language" to better align to your operational goals.

Proactive Maintenance of Your NetBrain "Digital Twin"

Engineers will monitor your environment using administrative best practices and cross-train your engineers to identify data integrity issues more quickly, accelerate time-to-resolution, and address platform issues before they impact your end users.

Automation Is For Everyone

Empower the network experts in your organization across all disciplines to create and use network automation – Engage in real-time discussions with automation experts using your own production environment, allowing you to achieve your operational goals.

About NetBrain

Founded in 2004, NetBrain is the market leader for NetOps automation, providing network engineers with dynamic visibility across their hybrid networks and low-code/no-code automation for key tasks across IT workflows. Today, more than 2,500 of the world's largest enterprises and managed service providers use NetBrain to automate network documentation, accelerate troubleshooting, and strengthen network security—while integrating with a rich ecosystem of partners. NetBrain is headquartered in Burlington, Massachusetts, with locations in London, United Kingdom; Munich, Germany; Toronto, Canada; and Beijing, China. For more information, visit www.netbrain.com.

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