

SERVICE DESCRIPTION MANAGED SERVICE SKU AV-ACS-MS

Introduction

Aviatrix Advanced Cloud Service (ACS) provides a customizable portfolio of services offerings providing the expertise to design, implement and manage cloud network infrastructure. Managed Services (MS), an ACS offering, provides advanced management of your network environment through designated engineers who perform both requested and required actions related to your use of Aviatrix secure cloud networking software. This includes Incident management, change management, design and automation, operational health checks, and recommendations on best practices, but does not include 7x24 network operations center monitoring. Managed Services requires full read/write access to your Controller(s) and Cloud Provider to implement changes and resolve trouble tickets.

Capitalized terms used here can be found in the Customer Terms of Use or referenced Service Description.

High Level Scope

This scope applies to Aviatrix Software. We may assist with diagnosing other conditions that could impact performance of the Software but cannot be managed directly by MS.

- Analyze network configurations and architecture to ensure alignment with current network design and best practices
- Assess current network performance, connectivity & bandwidth and recommend improvements to meet specific operational needs and maintain optimal network configuration
- Implement approved change management and provisioning requests for new workloads/services
- Provide periodic and proactive (notification based) health checks to ensure that your network is operating at peak performance and efficiency, recommend and implement corrective actions
- Schedule maintenance windows to ensure the Software is at current version
- Use infrastructure as code (Terraform) best practices to build network automation including a sandbox environment for testing and training
- Test new Software features and functionality to validate new releases which:
 - Accelerates deployment and availability of new services and applications
 - Reduces restoration time and minimizes downtime
- Manage Incidents in accordance with Software Support Services
- Aviatrix Technical Engagement Management (TEM) will schedule periodic calls and/or share regular updates about work in progress and outstanding issues
- Schedule quarterly business reviews to discuss matters outside the scope of Incident support with Aviatrix (TEM)
- Provide informal technical and product workshops to train operation teams
- Maintain a comprehensive and accurate description of your network
- Create an operational run book for detailed activities and processes

Out of Scope

- MS does not include 7x24 network operations center monitoring.

Incident Support

MS coordinates with Software Support Services for any Incident that it cannot resolve directly by implementing a known fix. Incidents are supported through MS access to your Controller(s) and not by Software Support Services directly, unless you authorize direct access on a case-by-case basis. A TEM may coordinate or participate in ongoing support of an Incident related to Third-Party products.

Change Management

MS supports three categories of change management:

1. Required Software updates to stay at desired version release
2. Software configuration or other changes that we recommend for implementation, and you approve through a change management ticket request
3. Software configuration, feature deployment, or other changes that you request through a change management ticket and that are subject to our review and approval for feasibility and best practice implementation

Customer Responsibilities

- Provide the Managed Services team with access endpoint(s) as needed, e.g., laptop(s), VPN (Virtual Private Network), etc., staged with system access and user credentials. Providing and/or allowing access to your Controller(s), Cloud Provider or any other access to the Software or your related systems through any other access process is prohibited
- Enable access to your ticketing system for notifications as applicable
- Coordinate with timely approval(s) maintenance window(s) for required Software updates, security patches, and any applicable change management request.
- Submit information about your network, planned upgrades, expansions, and other activities periodically to support your proposed change management requests
- Implement all change management requirements through MS only. Customer will not make any configuration or other changes to the Software outside of this process without providing notice to MS
- Provide a point of contact for the MS team to address all open issues or concerns with network or requested changes

Service Levels

MS is provided on a 7x24x365 basis and is only available during an active Software Subscription Term

Incidents: specified in the Services Description for Software Support Services

Change Management: initial response within 24 hours of change management ticket request

Proactive notification: see Aviatrix Documentation