



HIGHLIGHTS

MasterCare Inside Services Engineer Program

NETSCOUT® Systems' Inside Services Engineer (ISE) a remote adjunct to your network support team who acts as your advocate regarding your NETSCOUT products. The ISE will:

- Provide basic service configuration to get you started
- Proactively monitor your products and environment for potential risks
- Provide 24x7 remote assistance for incident-driven product issues
- Escalate technical service requests as required
- Own all client customer care issues, driving quicker resolution
- Act as a direct liaison to NETSCOUT engineers, quality assurance and other technical support experts
- Provide a conduit for networking and sharing best practices

MasterCare Inside Services Engineer

Your single point of contact into NETSCOUT's Technical Support organization

Do you rely on your network to drive your business and cannot tolerate any down time or slowdowns? You may want to consider supplementing your MasterCare Support service with an Inside Services Engineer.

Technical Support When You Need It

The Inside Services Engineer is a highly-trained support engineer who works as an adjunct member of your network operation's team to provide your staff with a single point of contact into the NETSCOUT support organization. Because they are assigned to your account, they know the nitty-gritty details of your environment and can tailor their support to your company's specific needs.

The ISE's goal is to provide assistance with basic configuration and monitoring or your NETSCOUT product, provide basic backend stabilization of the environment and troubleshoot and resolve your product issues as quickly and efficiently as possible. And their mission is to provide service that supports your organization's specific business objectives and maximizes the value of your investment in NETSCOUT technology.

Customer Advocate

When you purchase a ISE, you get a qualified NETSCOUT support professional that works as an extension of your internal team.* The ISE resides at a NETSCOUT location and is your customer advocate for resolving issues and escalating services needs and product enhancement requests. They are there to make sure you are successful, especially during critical times.

Your ISE will:

- Provide 24x7 remote assistance for incident-driven product issues, questions, or concerns via email, web or phone**
- Provide basic service definition
- One hour response time during normal business hours. One hour response time for Severity 1 issues only after hours and only by telephone
- Provide basic environment feedback
- Own all client customer care issues, driving resolution as quickly as possible
- Act as a direct liaison to NETSCOUT engineers, quality assurance and other technical support experts
- Proactively communicate and transfer knowledge on product introductions and updates, new features, filters and patches
- Provide a conduit for networking and sharing best practices
- Manage weekly status calls to discuss open issues, upcoming rollouts or other projects affecting your NETSCOUT environment
- Provide monthly NETSCOUT server "health checks" to ensure your products are stable and running efficiently
- Unlimited FREE registration for NETSCOUT User Forum events

Bottom Line: Resolve Issues More Quickly and Efficiently

Using an ISE helps you avoid common performance management pitfalls. An ISE can share the best practices and work with your team for on-the-job mentoring and coaching. The ISE not only has the technical expertise to help you increase implementation effectiveness, but also possesses comprehensive knowledge about your environment and the products and services installed. The ISE is able to help mitigate risk and resolve issues quicker and more effectively, resulting in a better return on investment and a lower total cost of ownership.

About MasterCare

MasterCare is NETSCOUT's awarding- winning customer support program which provides preventative, proactive and reactive support to NETSCOUT customers worldwide. With five Technical Support Centers located around the globe and access to the MasterCare Portal and Online Learning Center, support customers receive 24x7 availability to answers and easy access to alerts, patches and product updates. For those customers who need even more advanced support options, Inside Services Engineers, Onsite Engineers and Remote Site Engineers programs are available.

Learn More

To find out more about engaging a NETSCOUT Inside Services Engineer, contact NETSCOUT at 1-800-357-7666 or email sales@netscout.com.

- * The ISE is an annual service available to MasterCare customers only. Because the ISE is an extension of NETSCOUT's MasterCare Support service, you must purchase and continuously maintain MasterCare coverage on all NETSCOUT products prior to and throughout the life of your ISE contract.
- ** Requires remote access to your NETSCOUT environment. After hours support is only for Severity 1 issues and by telephone only.



Americas East

310 Littleton Road
Westford, MA 01886-4105
Phone: 978-614-4000
Toll Free: 800-357-7666

Americas West

178 E. Tasman Drive
San Jose, CA 95134
Phone: 408-571-5000

Asia Pacific

17F/B
No. 167 Tun Hwa N. Road
Taipei 105, Taiwan
Phone: +886 2 2717 1999

Europe

One Canada Square
29th floor, Canary Wharf
London E14 5DY, United Kingdom
Phone: +44 207 712 1672

NETSCOUT offers sales, support, and services in over 32 countries.

For more information, please visit www.netscout.com or contact NETSCOUT at 800-309-4804 or +1 978-614-4000

© 2016 NETSCOUT SYSTEMS, INC. All rights reserved. NETSCOUT, nGenius, InfiniStream, Sniffer, nGeniusONE, ASI, Adaptive Service Intelligence and the NETSCOUT logo are registered or pending trademarks of NETSCOUT SYSTEMS, INC. and/or its affiliates in the United States and/or other countries ("NETSCOUT"). All other brands and product names and registered and unregistered trademarks are the sole property of their respective owners. Use of this product is subject to the NETSCOUT SYSTEMS, INC. ("NETSCOUT") End User License Agreement that accompanies the product at the time of shipment or, if applicable, the legal agreement executed by and between NETSCOUT and the authorized end user of this product ("Agreement"). NETSCOUT reserves the right, at its sole discretion, to make changes at any time in its technical information, specifications, service, and support programs.