



HIGHLIGHTS

MasterCare Onsite Engineer Program

An Onsite Engineer (OSE) is a full-time, Level 3 engineer who is recruited, trained, and employed by NETSCOUT® Systems, Inc. but functions as an integral member of your local network support team. The OSE provides:

- Best practice implantation assistance of NETSCOUT hardware and software to meet changing business needs
- Network and data subject matter expert as your situation room ally
- Onsite proactive assistance with daily monitoring of your NETSCOUT environment
- NETSCOUT products and features certification

MasterCare Onsite Engineer

A NETSCOUT support engineer who works fulltime at your location to maintain your NETSCOUT environment

For the most mission-critical environments, NETSCOUT offers support of a higher level – the Onsite Engineer, a full-time Level 3 engineer who resides at your location to help ensure maximum solution availability so you can effectively monitor your most critical business asset. Since they support only your networking environment, each OSE develops in-depth, firsthand knowledge of your business, applications, services and unique operating requirements. Combined with the extensive and continuous training from NETSCOUT, their up-to-date hardware, software and networking expertise can help you truly get the most from your NETSCOUT solutions.*

Program Features

The OSE provides large, enterprise customers with a resident customer support engineer to manage the planning, deployment, and day-to-day maintenance of your NETSCOUT environment and serve as the primary point of contact for technical support requests. The OSE will help plan for future growth and determine how to best optimize your NETSCOUT solutions to help meet increasingly demanding business needs.

Our Onsite Engineers bring years of experience and in-depth product knowledge that can be vital to your situation room engagements. As triage experts across multiple disciplines they can be pivotal to reducing MTTR in the most critical scenarios.

As the single point of contact into NETSCOUT for all your support concerns, the OSE will monitor issues and drive escalation and product enhancement requests.

Your OSE can assist you with:

- Local assistance with day-to-day backend administration of your NETSCOUT environment, including:
 - Operating system and firmware updates
 - Hardware maintenance, software patches and service pack installation
 - Ongoing oversight of monitored element (MEL) changes
- Backup maintenance such as regular configuration, password and community string backups, as well as offsite storage of the data required during disaster recovery efforts
- Customization assistance for designing new reports and workspaces, discovering and configuring new applications, and integrating third-party tools
- Installing and configuring new NETSCOUT hardware and software
- Beta testing new NETSCOUT products and features – when requested
- Resolving support issues, escalating service needs and advocating product

The OSE will regularly document all completed work with a weekly status call and written report, as well as monthly and quarterly management-level summaries.

Proactive Support Keeps Your NETSCOUT Environment (and Network) Running Smoothly

The OSE provides proactive support and understands your company's and your network's unique characteristics as well as NETSCOUT's strategic direction and vision. They function as your advocate for resolving issues, escalating services needs and offloading backend tasks and maintenance. In short, they are there to make sure you are successful, especially during critical times.

As a dedicated resource who is familiar with your specific environment, processes, and business needs and who is in direct contact with the NETSCOUT engineers who developed your solution, your OSE provides a variety of functions, including the ability to act as:

- A single point of contact for resolution of all your support issues
- The primary resource for backend maintenance, freeing your network operations team to take advantage of NETSCOUT's solutions to troubleshoot problems or concentrate on higher value, more strategic activities
- A technical mentor/coach who can facilitate knowledge transfer and sharing of best practices to ensure that your team achieves the highest and quickest possible return on investment.

Achieve Maximum Business Value

Using a NETSCOUT OSE as part of your network operations team can help you avoid common pitfalls due to understaffing. Your OSE has the technical skills and expertise to help you increase the effectiveness of your network performance environment from day one. With your own OSE in place, we can also offer you proactive, onsite support to mitigate risk and resolve issues efficiently, resulting in a quicker time to achieve maximum business value for your investment. To ensure that you are getting the most out of your OSE, NETSCOUT management will meet with you quarterly to discuss and address potential issues.

Onsite Support when you need it

As part of the OSE services option, your OSE is dedicated full time to managing your NETSCOUT solution. Your OSE works at your designated location during regularly scheduled business hours, Monday through Friday.** Your OSE is also available to oversee critical calls in conjunction with the NETSCOUT support team after hours when needed.

The benefits of using an OSE include increased:

- **Uptime:** Immediate, effective response to problems and proactive services help you deliver high availability
- **Confidence:** Your OSE has extensive skills to maintain and troubleshoot your environment and has the added resources of the entire NETSCOUT organization behind them
- **Coverage:** Gain a skilled NETSCOUT expert on your staff without the overhead costs (and time constraints) of recruitment or training

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, Technical Account Managers, Onsite Engineers and Remote Site Engineers programs are available.

Learn More

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

* The OSE is an annual service available to MasterCare customers in the U.S. only. Because the OSE is an extension of NETSCOUT's MasterCare Support service, you must purchase and continuously maintain MasterCare coverage on all NETSCOUT products throughout the life of your OSE contract.

** NETSCOUT's corporate technical support center will provide remote back-up coverage for general customer support when your OSE is unavailable due to paid time off and NETSCOUT holidays.



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

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