



## HIGHLIGHTS

### MasterCare Remote Site Engineer Program

A MasterCare Remote Site Engineer (RSE) is a remotely located Level 3 engineer who functions as a member of your network support team and performs all backend administration and support of your NETSCOUT® environment.

The RSE provides:

- Daily health and stability check on both the devices and the data
- Remote assistance with day-to-day, backend administration of your NETSCOUT hardware and software
- Implementation and customization assistance
- Backup maintenance
- Primary point of contact for quick resolution of all your support questions

## MasterCare Remote Site Engineer

A NETSCOUT support engineer who works half time from a NETSCOUT location to remotely maintain your NETSCOUT environment

Occasionally IT departments with very large networks find themselves spending a considerable amount of time managing their network management solutions. To free up the resources to focus on the primary goal of ensuring peak network and application performance, NETSCOUT Systems, Inc. has created an innovative, new support offering – called Remote Site Engineer – that assigns a Level 3 support engineer as an adjunct member of your network operations' team. This remote teammate is tasked with managing the planning, deployment and day-to-day maintenance of your NETSCOUT environment. The RSE also serves as your advocate within NETSCOUT and oversees allocation of NETSCOUT resources to new issues and projects identified during the engagement.\*

### Offload your Backend Maintenance to a Certified Professional

Extensively trained by the experts at NETSCOUT to implement, administer and utilize NETSCOUT's solutions, the RSE possesses comprehensive knowledge about the products and services being implemented at your site and has the technical expertise to help increase the effectiveness of your NETSCOUT environment. A single point of contact for all your support concerns, the RSE will monitor issues in a timely manner and drive escalation where appropriate. Some of the other tasks your RSE will assist with include:

- Daily health and stability check on both the devices and the data
- Remote assistance\*\* with day-to-day, backend administration of your NETSCOUT performance management environment, including operating system and firmware updates, hardware maintenance, software patches and service pack installation, and ongoing oversight of monitored element (MEL) changes
- Backup maintenance, such as regular configuration, password and community string backups, as well as off-site storage of the data required during disaster recovery efforts
- Customization assistance for designing new reports, defining targeted workspaces, discovering and configuring complex, custom and unknown applications, integrating third-party tools, etc.

- Implementation assistance installing and configuring new NETSCOUT hardware and software
- Facilitation of beta testing of new products and features – when requested
- A yearly, onsite technical review visit to assist with planning, migration, implementation and resolution of outstanding support issues

As part of the RSE offering, your shared RSE will dedicate 20 hours per week to managing your NETSCOUT environment† and your RSE will regularly document 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

Although your RSE resides at a NETSCOUT location, he or she should be considered an extension of your internal team. They are an unbiased resource who provides proactive support and understands your company's and your network's unique characteristics as well as NETSCOUT's strategic direction and vision. They will also function as your advocate for resolving support issues, escalating services needs, offloading backend tasks, and advocating product enhancement requests. In short, they are there to make sure you are successful, especially during critical times like new product rollouts, such as new applications, VoIP or MPLS rollouts, or network brownouts.

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 RSE provides a variety of benefits, including the ability to act as:

- A single point of contact for resolution of all support issues
- An extra resource to offload/ supplement your backend maintenance, freeing your team to take advantage of the NETSCOUT's solutions to troubleshoot problems or concentrate on other, higher value, more strategic activities
- An advocate who can translate your specific product requirements into new product features and champion and usher them through the planning and development process
- 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 with your NETSCOUT implementation

### Achieve Maximum Business Value

Using a NETSCOUT RSE as part of your team can help you avoid common pitfalls. Your RSE has the technical expertise to help you increase the effectiveness of your NETSCOUT environment and is able to offer you remote support to mitigate risk and resolve issues quicker and more effectively, resulting in a quick time to achieve maximum business value for your investment.

### 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 NETSCOUT Remote Site Engineer, contact NETSCOUT at 1-800-357-7666 or email [sales@netscout.com](mailto:sales@netscout.com).

\* The RSE is an annual service available to MasterCare customers in the U.S. only. Because the RSE 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 RSE contract.

\*\* Requires remote access to your environment.

† A back-up support engineer will provide coverage when your RSE is unavailable due to paid time off and NETSCOUT holidays.



**Corporate Headquarters**  
 NETSCOUT Systems, Inc.  
 Westford, MA 01886-4105  
 Phone: +1 978-614-4000  
[www.netscout.com](http://www.netscout.com)

**Sales Information**  
 Toll Free US: 800-309-4804  
 (International numbers below)

**Product Support**  
 Toll Free US: 888-357-7667  
 (International numbers below)

NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: [www.netscout.com/company/contact-us](http://www.netscout.com/company/contact-us)