

Smart Data Services QuickStart for nGenius Business Analytics

HIGHLIGHTS

A Typical NETSCOUT® QuickStart Service is executed in four phases: Discovery, Analysis, Implementation and Documentation & Close as more fully described below:

Discovery

Quickly and collaboratively identify high value deliverables tailored to address unique business needs of Customer.

Analyze

Information from Discovery is matched to our best practices and the highest value areas discussed with Customer. NETSCOUT consultants will prepare a Use Case Tracker document that identifies the specific engagement deliverables.

Implement

Delivery of Use Cases as described in the Use Case Tracker document.

Document & Close

Documentation of all the delivered use cases that culminates in the training program for key stakeholders.

Service Definition

This Data Sheet describes the nGenius® Business Analytics (nBA) QuickStart service engagement ("Services") which NETSCOUT agrees to perform upon receipt of a Customer purchase order.

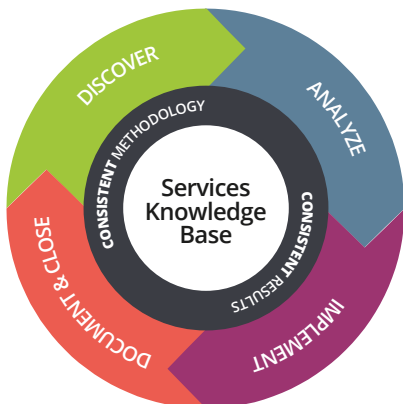
QuickStart is an advanced service intended to accelerate the value realization of an operator's investment in NETSCOUT's nGenius Business Analytics product. QuickStart service is designed to improve user adoption among operator teams across the world and empower Customer to perform superior data analytics in their Telecom Network by either:

- Creating reports and dashboards containing Custom KPIs / Metrics; or
- Implementing advanced data enrichment and provisioning; or
- Enabling nBA Smart feed towards external 3rd Party Applications or Data Lakes.

Service Deliverables

The Services may encompass some or all the following activities, as applicable, as mutually agreed during the Discovery Session:

- Analytics (nGenius Business Analytics Explorer and/or MicroStrategy Dossiers, Reports, Dashboards);
- Data Records Query defining and building (nGenius Business Analytics Explorer);
- Delivering Metrics definitions (nGenius Business Analytics Explorer and/or MicroStrategy Application);
- Exporting Data (MicroStrategy Report data export, nGenius Business Analytics Explorer dashboard and via Query URL Builder);
- Custom configuration and integration (such as nGenius Business Analytics Explorer Mobile country code to name mappings etc.);
- Advanced Data Enrichment and provisioning including but not limited to cell, handset and subscriber related parameters;
- Knowledge transfer and training; and
- Customized near real time Smart Data Feed enablement, integration, and validation towards 3rd party Applications or Data Lakes;
- Some examples of feed customization includes but not limited to the followings:
 - Topic splitter configuration in order to create multiple feeds filtered as per customer business needs;
 - Whitelist or blacklist filtering of data records based on a pre-configured topic;
 - Individual parameter level filtering from a data record based on pre-configured topics;
 - Anonymization of sensitive data inside the data records such as subscriber identities parameters (IMSI/MSISDN);
 - Load balancing and integration of simultaneous multiple Kafka published streams, based on the incoming throughput traffic volumes and with respect to the available partition's storage inside the Kafka cluster; and
 - Export Kafka data to a specific partition inside 3rd party Kafka cluster, based on a subscriber identifier field such as IMSI.



The following documents will be produced:

- **Use Case Tracker** – Provided post Discovery Session; and
- **Service Report** – Provided at the end of the engagement.

Service Assumptions

- Engagement will commence up to eight (8) weeks from the NETSCOUT's acceptance of the Customer's Purchase Order, or as otherwise agreed between the parties;
- Engagement can be up to six (6) business weeks from the commencement of services and depending on need may include up to two (2) onsite visits, each with a maximum duration of one (1) week;
- All the applicable NETSCOUT products such as probes, nGeniusOne®, and nGenius Business Analytics are fully installed, configured, operational before the start of engagement;
- NETSCOUT prefers nGenius Business Analytics "User training" to be completed for the key Customer user teams before the start of engagement;
- For nBA, enablement of smart data feed from the mediation platform should be in either CSV format or widely accepted industry standard Kafka based Avro or JSON format;
- For nBA CSV export feature, application configuration determines the number of maximum records count possible inside a CSV file;
- The various parameters within the smart data feed are not guaranteed to be populated 100%. It depends on their availability in the monitored network signaling messages; and
- Successful completion of the Services is dependent upon cooperation of both parties, and Customer's fulfilment of its obligations set forth in this Data Sheet.

Customer Responsibilities

Customer shall ensure the followings:

- Provide adequate LAN bandwidth between Netscout probes and Mediation layer and between mediation layer and Customer 3rd party applications;
- For nBA feeds, deploy and implement a Kafka consumer or 3rd party Kafka broker in order to subscriber to the topics published by NETSCOUT nBA producers;
- In case of CSV format data feed, transfer the files from landing zone inside NETSCOUT mediation layer to the 3rd party remote application for further downstream processing, and before the files are deleted after a configured amount of time;
- Creation of any reports and/or implementation of logic to further process the exported data from NETSCOUT mediation layer; and
- Purchase, installation and commission of any new mediation servers required as part of the new smart data feed enablement from NETSCOUT mediation layer.

Customer will also ensure that following key stakeholders participate in the discovery session with NETSCOUT consultants:

- Executive business owner of the application;
- Key decision makers who will be utilizing the output of the application;
- Management of key user teams; and
- Key users of the application.

Out of Scope

- Design and/or development, or changes to the upstream data feed including any logic or algorithm;
- Any scalability or feature/functional changes to Probe, Mediation or Application architecture arising out of this engagement;
- Data validation and integrity verification against any external source;
- Any additional servers, licensing or provisioning is outside the scope of this engagement and will be addressed with a separate Purchase Order;
- Any integration activity outside the scope of Service Deliverables;
- Any development effort on the probe, mediation platform, or other NETSCOUT application for data not specified in the Service Deliverables;
- Any data which is not presently collected by the NETSCOUT probes;
- Any installation of patches or update;
- Any protocols, interfaces and parameters other than specified in the Use Case Tracker;
- Design and implementation of Kafka broker inside Customer network is out of scope unless specifically agreed during discovery phase; and
- Any format other than Kafka based Avro / JSON serialized published topics or CSV file export unless specified in Use Case Tracker.

LEARN MORE

Smart Data Services (SDS-Delivery) are provided in accordance with the NETSCOUT's Smart Data Services Description and Terms available at:

<https://www.netscout.com/sites/default/files/2019-05/SDS-Service-Description.05.10.2019-f.pdf>



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