



HIGHLIGHTS

NETSCOUT® will execute the QuickStart Services 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 Service Deliverables document that identifies the specific engagement deliverables.

Implement

Delivery of Use cases as described in the service deliverable document.

Document & Close

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

Smart Data Services QuickStart for nGeniusONE

Service Definition

This Data Sheet describes the nGeniusONE® 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 nGeniusONE Product. Services are designed to improve user adoption among operator teams across the world and empower Customer key stake holders to derive valuable insights and collaborate closely with NETSCOUT consultants in order to produce high value business use cases.

Service Deliverables

The nGeniusONE Pre-engagement QuickStart may encompass some or all the following activities, as applicable:

- Configuration of NETSCOUT products;
- Knowledge Transfer;
- Quick start implementation based on NETSCOUT best practices;
- Workflow implementation.

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

- Install NETSCOUT software onto customer provided hardware, in the case of a software only install process;
- Update and/or patch the NETSCOUT software to the most current release, if applicable and provided the software is covered under a valid maintenance contract;
- Configure NETSCOUT product(s) following the basic installation steps and procedures in the applicable product documentation. The basic installation is complete once the product(s) is running and interfaces are accessible;
- Establish communities per NETSCOUT documentation;
- Create standard service monitors;
- Create customer workflows for top network operations center issues;
- Create NETSCOUT recommended views and reports;



- Build up to ten (10) customer-specific reports supported within the current applicable product documentation;
- Provide two (2) knowledge transfer sessions with the customer regarding new workflows, view and reports created;
- Provide documentation regarding specific activities performed.

The following documents will be produced:

- **Service Deliverable** – 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 four (4) weeks from the commencement of services;
- All hardware racked and connected to network, IP addresses assigned, all inter-device connections made and confirmed, with access through firewalls;
- Pre-engagement assessment documentation completed prior to commencement of services;
- One customer point of contact for questions and issues relating to the engagement;
- Sufficient qualified customer personnel capable of performing customer's obligations in connection with the Services description;
- 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 will 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;
- Key users of the application; and
- Management of key user teams such as: Business Unit heads.

Customer shall ensure:

- Reliable remote access to the Production environment with the internet access enabled for nGeniusONE server.
- To provide accurate and formatted data as required for NETSCOUT to provision solution appropriately.

Out of Scope

- Any scalability or feature/functional changes to Probe or Application architecture arising out of this engagement;
- Any additional servers required. Additional hardware or licensing outside the scope of this engagement will be addressed with a separate Purchase Order;
- Any integration or activity outside the scope of this document;
- Development effort on the nGeniusONE, or related features for data not currently configurable by the Smart Data Services team;
- Data which is not presently collected by the NETSCOUT solution considered out of scope.

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/2020-05/SDS-Service-Description-11May2020.pdf>



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