Arrow's Managed Service for NetScaler

net›scaler

Extract the maximum potential from your NetScaler

NetScalers are the cornerstones of business networks. They optimise performance, security and resilience of applications, yet they can be complex to configure and manage.

According to experience, customers with unoptimised NetScaler configurations are potentially only using 10 – 30% of NetScaler's rich functionality.

Arrow's service offering addresses these challenges and helps companies leverage 100% of NetScaler potential, thus maximizing their return on investment.

With Arrow's managed service partners can establish their role as a trusted advisor by creating high added value to their customers with a 360º service engagement.

Phase 1
NetScaler health check and optimisation

Assess where you are and where you should be. Analyse usage and optimisations. Arrow's managed service offers an in-depth health check to fully audit your NetScaler environments. A comprehensive health check report is provided that includes a detailed overview of all issues found, as well as a short and long-term remediation plan with effort-scoping and recommendations for performance improvements.

01 **Analysis of the NetScaler environment**
Throughout remote analysis of the NetScaler environment, our experts will collect and analyse the current state of your NetScaler health, spanning from network topology and design, workload analysis, security, to licensing and lifecycle management.

Licensing ⊕ Best-practices ⊕ Security ⊕ Lifecycle management ⊕ Optimal usage

02 **Inclusive report**
A comprehensive report will be provided featuring an executive summary with the top 7 risks, explicit positive matches according to best practice, with our recommendations and prioritisation of issues.

03 **Remediations**
A short and long-term remediation plan is provided in the document with description and effort-scoping. The report also provides recommendations for license optimisation and performance improvements.

04 **Milestone: Decision on solution**
Now you have all necessary elements and in-depth information in your hands to guide you to prioritise actions and plan for next steps with your own resources or complement by Arrow's expertise.

Five Years Out

Phase 2
Managed service

Arrow's managed service provides a long-term proactive managed service through a continuous automated monitoring of the NetScaler environments, generating alerts and opening tickets promptly as issues arise. Our expert team connects remotely through Arrow's secure NetScaler config analyser tool, taking immediate action on critical vulnerabilities that have a security impact, as well as executing system optimisations and preventative changes to ensure the NetScalers are secure, backed-up, compliant, upgraded and configured in the optimal way.

It's time to uncover the full potential of your NetScaler technology. Arrow's managed service can help partners optimise their technical resources, enriching their service offering with a 360º service engagement and creating upsell opportunities.

SPEED OF SERVICE	REDUCED COMPLEXITY	INCREASED PERFORMANCE	SECURITY
Fully Managed Service • Compliancy • Back-up • Upgrades • Configuration • Security • Onboarding of new applications service available	**Effective NetScaler configuration** • Consistent and reliable configuration process • Optimisation of application delivery **Consolidation of IT architecture** • Optimal configuration to fully utilize all NetScaler features that satisfy business needs	**Greater reliability/minimized downtime** • Continuous monitoring prevents downtime and ensures more reliable accelerated services **Predictive Maintenance** • Early problem detection i.e. memory leakage	**Risk Management** • Immediate follow-up on security issues and vulnerabilities • Act pro-actively to prevent incidents **Certificate Management** • Automated implementation of security certificates

Managed Service Offering

Arrow's NetScaler managed service has three service level offerings at your choice:

	BASE	GOLD	PLATINUM
Contact via service desk and email	✓	✓	✓
FRT objective	Next business Day	8 business hours	4 business hours
Logging included	✓	✓	✓
Config backup included	✓	✓	✓
3 maintenance upgrades per year	✓	✓	✓ (After business hours included)
Business hours only	✓	✓	✓ Optional 24/7 Support
External monitoring		✓	✓
Proactive external monitoring and alerting			✓
Certificate management		✓	✓

Contact Us