



Professional
Services

Professional Services for IT Sentinel & SP Sentinel

OPNET IT Sentinel™ and SP Sentinel™ enable organizations to ensure network integrity and security. IT Sentinel and SP Sentinel perform automated, systematic, network-wide configuration audits of the production network, identifying configuration errors that can impact network availability, performance, and security.

OPNET offers a suite of professional services specifically designed to enable users to maximize the value they realize from their investment in IT Sentinel or SP Sentinel.



Training *(Required)*

Two (2) days of training at OPNET headquarters designed to provide your IT staff with the ability to operate and maintain your IT Sentinel or SP Sentinel installation. This service is provided by OPNET's Applications Engineering & Training organization.

Sentinel Implementation Service *(Required)*

OPNET provides configuration, installation, data validation, and knowledge transfer services to integrate IT Sentinel or SP Sentinel into unique operational environments. This service is provided by OPNET's Professional Services organization. OPNET offers two implementation service options based on the customer's specific use case(s)*:

Service A. Automated Network Configuration Auditing: 3 delivery weeks

Service B. Automated Network Configuration Auditing with Topology: 4 delivery weeks

*These services are based on 5,000 devices and 200,000 interfaces or fewer. For larger networks, additional implementation time may be required. Customization of VNE Server data collection adapters is not included.

Administration Service *(Recommended)*

Periodic and ongoing maintenance and administration is recommended for IT Sentinel and SP Sentinel to ensure VNE Server database integrity and accuracy. OPNET offers a service that provides the required maintenance and administration of IT Sentinel or SP Sentinel by experienced OPNET engineers. This service (provided by OPNET's Professional Services organization) is performed either remotely on a weekly basis, or on-site at the customer's premise on a monthly basis.

Full Time Staff Augmentation *(Optional)*

Given the dynamic nature of IT operations and evolving business demands, organizations may wish to outsource some of their network and application performance management functions. In response, OPNET offers full time, on-site staff augmentation services to perform daily IT performance analysis, planning, troubleshooting, and management. This service is provided by OPNET's Professional Services organization.

