Managed Service - Citrix NetScaler

Can you be sure that your NetScaler is

1. Optimally Managing Traffic?   **2. Load Balancing Properly?**   **3. Completely Secure?**

If the answer to any of these questions is **no** you could benefit from BrightCloud's managed NetScaler service. For one simple monthly cost we'll guarantee that your NetScaler is correctly configured and proactively monitored, so that you get maximum value and performance from the device.

What's Included

Pre-deployment Consultation

We always start with a pre-deployment consultation, during which we will help you plan your NetScaler policies and rules. We'll then send you a design document for your approval.

Installation and Configuration

Our engineer will then install and configure the device/s in-line with the agreed design document. We also conduct all the necessary post-installation and post-configuration checks. If your device is already installed we'll perform a health check against best practices.

Monitoring and Alerting

We setup device availability monitoring and auto-log incidents for our support team to investigate. We'll then send you a monthly report showing health metrics along with recommendations that would improve device performance or functionality.

Pro-active Management

We look after all change, configuration and SSL certificate management. As new features and/or bug fixes become available we will review the applicability and provide recommendations. Updates are applied once every 6 months unless a critical patch is required.

Incident and Problem Management

You log any support calls via phone or email to a centralised Single Point of Contact (SPOC). Our support team will then work with you and the manufacturer (if needed) to quickly resolve the problem.

Requirements

This service is currently available for solutions comprising Citrix NetScaler MPX, VPX and SDX including NetScaler Unified Gateway and NetScaler Gateway.

- Manufacturer hardware support must be purchased and maintained for the duration of the service.
- You must agree to a change control mechanism, or put all changes through BrightCloud's change control.
- A local server will be required on the same LAN as the NetScaler/s covered by the service to run NetScaler Command Centre or its agent. This can be a virtual machine.
- E-mail relay for non-VPN customers.

SLA Targets

Priority	Categorisation	Response Target	Fix Target
1	Business Critical service affected	15 mins	1 hour
2	User(s) affected – urgent incident	45 mins	4 hours
3	User(s) affected – non urgent incident	4 hours	6 hours
4	Admin request	8 hours	16 hours

Pricing

Our pricing is based upon several factors including the number of devices you need managing, and the features you would like us to manage. Contact our team today for a bespoke quotation.

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