

CISCO APPDYNAMICS MENTORED INSTALL

Service Overview:

At Netnology, we specialize in Cisco AppDynamics enablement and implementation services to expedite the adoption of Cisco AppDynamics solution. As part of this Mentored Install service offer, our subject matter experts (SME) partner with your team to ensure a smooth deployment of the AppDynamics solution in a production environment and provide knowledge transfer to equip your staff with the necessary skills to configure and manage the AppDynamics environment.

Cisco AppDynamics:

Cisco AppDynamics gives you visibility into the digital experience by giving real-time information on an application on-prem or in the cloud. AppDynamics gives insight into any environment with features like network monitoring, multi-cloud monitoring, infrastructure monitoring, application performance monitoring, end user monitoring, and business insights. AppDynamics can be SaaS based or on-prem for any use case needs. AppDynamics has several distinct components and functions, these are:

- Network Monitoring
- Multi-Cloud Monitoring
- Infrastructure Monitoring
- Application Performance Monitoring
- End User Monitoring
- Business Insights

Service Benefits:

Netnology has a team of world class engineers who specialize in Cisco AppDynamics solution and are passionate about customer success. Netnology will partner with you to provide:

- Step-by-step guidance from an SME on AppDynamics deployment
- Configuration and documentation of AppDynamics solution
- Knowledge transfer to ensure customer is ready to configure and manage the lab environment

Scope of Services:

As part of the 10-day Mentored Install engagement, Netnology will help with the following:

- Solution Overview
- AppDynamics Deployment
 - SaaS
 - On-Prem
 - Single Server
 - Single Cluster (up to 4 nodes)
- Software Licensing
 - Licensing Rule
- Administration
 - User Accounts
 - LDAP
 - API's
- Monitoring
 - Infrastructure
 - Servers (up to 20 sensors)
 - Database (up to 2 sensors)
 - Application
 - Deploy Test Application
- Alerts
 - Templates
 - Actions
- Knowledge Transfer & Customer Handoff
 - Demonstrate the deployed solution
 - Explain how to manage the deployed solution

Add-on ⁽¹⁾:

- Multidomain Integrations
 - AppDynamics and Cisco Workload Optimizer (CWOM) Integration
 - AppDynamics and Intersight Workload Optimizer (IWO) Integration
 - AppDynamics and ThousandEyes (TE) Integration

Target Audience:

This service is designed for Network Architects, Network Engineers and Administrators configuring, deploying, and managing the Cisco AppDynamics solution.

Prerequisites:

Customer needs to ensure that all equipment and devices are racked & stacked, cabled, powered-up and AppDynamics deployment model (SaaS vs. On-Prem) has been identified prior to the kick-off. Customer also needs to acquire the necessary software licenses for the deployment of AppDynamics solution.

Service Deliverables:

No	Deliverable	Service Details
1.	Project Kickoff	<ul style="list-style-type: none"> • Project Overview • Solution Overview <ul style="list-style-type: none"> ○ SaaS Instance Overview ○ On-Prem Instance Overview <ul style="list-style-type: none"> • Single Server • Single Cluster (up to 4 nodes)
2.	Software Licensing	<ul style="list-style-type: none"> • Add License • Default License Rule <ul style="list-style-type: none"> ○ Add license to rule or create rule
3.	Administration	<ul style="list-style-type: none"> • API Clients • LDAP Integration • Users and Groups
4.	Monitoring	<ul style="list-style-type: none"> • Infrastructure (up to 20 Sensors) <ul style="list-style-type: none"> ○ Windows Servers ○ Linux Servers ○ Legacy Servers • Databases (up to 2 Sensors) <ul style="list-style-type: none"> ○ Microsoft SQL Server ○ MySQL ○ PostgreSQL • Application Overview <ul style="list-style-type: none"> ○ Deploy Test Application (AD-FIN-NEXT)
5.	Alerts	<ul style="list-style-type: none"> • Templates <ul style="list-style-type: none"> ○ Email Templates ○ HTTP Templates • Actions <ul style="list-style-type: none"> ○ Send Email ○ Send SMS ○ Custom Actions
6.	Knowledge Transfer	<ul style="list-style-type: none"> • Explain to the customer how to configure and manage the solution in the Production environment • A walkthrough of the customer's environment

(1) **Note: Add-on service is not included in the Cisco AppDynamics Mentored Install scope. Additional charges will apply for add-on services.**