

OVERVIEW

SeaKay's Network Management Toolset A Catalyst for Enterprise Success



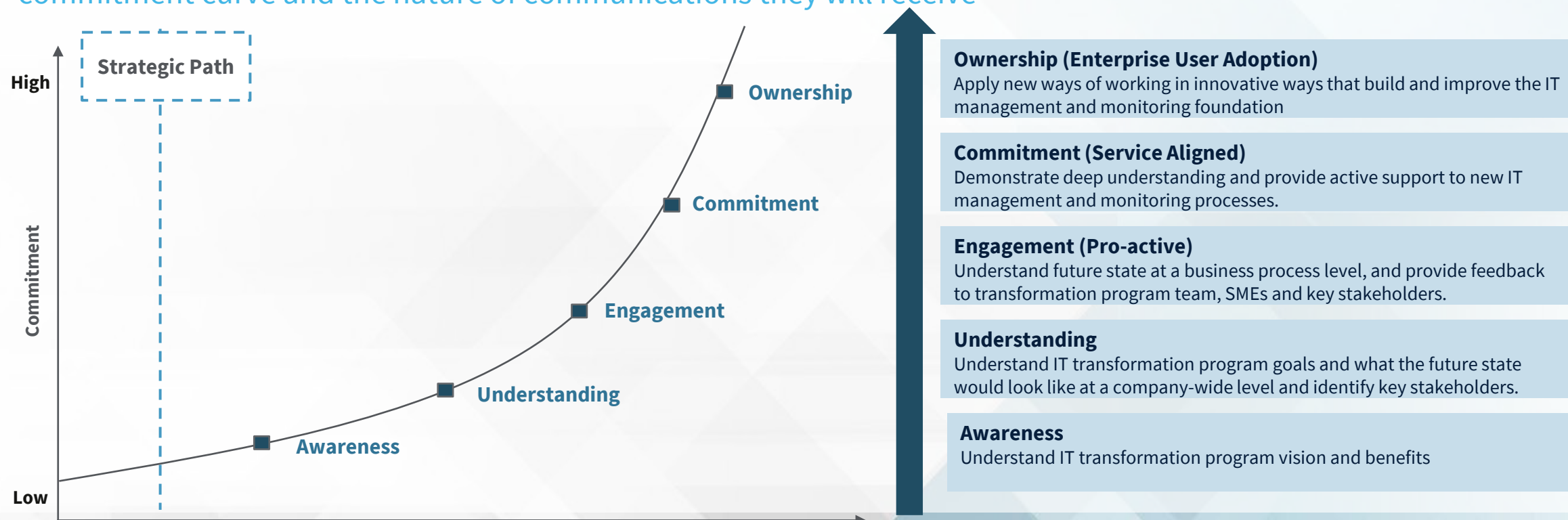
Path to Successful Implementation

Case 1 :Organization Change Management: Maximizing User Adoption

Proactive Engagement Approach

IT transformation needs to be on your agenda to achieve success

- For transformation to be impactful and lasting, there needs to be engagement activities along the transformation journey. The level of impact on stakeholders will determine where they would land on the commitment curve and the nature of communications they will receive



SeaKay's Network Management Toolset

Born From a Need to Leverage Your User Experience

Years working with clients we saw.

- ▶ Management did not know about the Netreo install.
- ▶ Those supporting Netreo were busy dealing with critical issues.
- ▶ Netreo install began to drift from ideal to missing critical issues.
- ▶ Client staff only knew specific aspects of Netreo.
 - ▶ Did not have a daily/weekly/monthly check routines.
 - ▶ Newly discovered devices were not properly learned or categorized.
 - ▶ Implementation was not best practice.
 - ▶ Sometimes this occurred over time.

SeaKay's Toolset

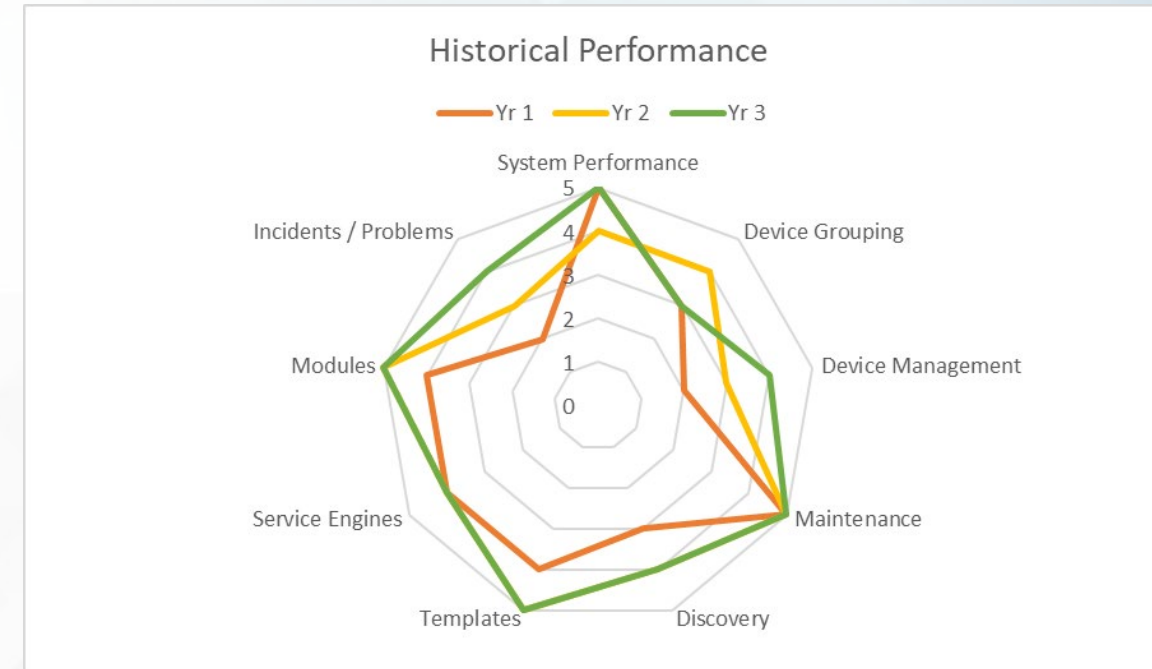
The Roadmap to Enterprise Success

- ▶ Health Check
 - ▶ Current State Evaluation
 - ▶ Optimize Performance
 - ▶ Increase Efficiency
 - ▶ Prioritize efforts
 - ▶ Plan and Budget to Achieve Goals
- ▶ Business Intelligence
 - ▶ Bridge the gap between data and decision making
 - ▶ Leads into AI enabled automation

NMS Tools 1 : Health Check

Reviews deployment of Netroeo in its current state.

- ▶ Audit
- ▶ Analysis
- ▶ Executive Summary
- ▶ Optional: Action Plan
 - ▶ offers detailed recommendations for necessary actions
 - ▶ step by step guidance on issue resolution



Stage 1. Health Check Audit

Reviews logon data.

- ▶ User group usage.
- ▶ Failed logons (is someone hacking Netreo)
- ▶ Top users and over time user logons

Looks at devices that are no longer polling.

- ▶ Categories
- ▶ Sites
- ▶ Workflows (strategic groups)
- ▶ Validated and not validated devices



Stage 2. Health Check Analysis

Reviews data.

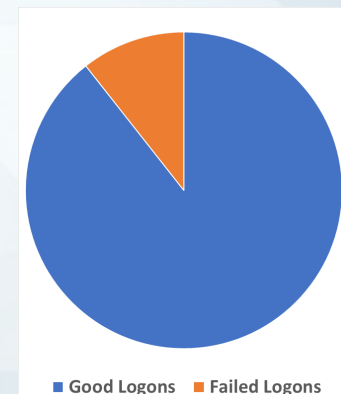
- Device Grouping
- Device Discovery
- Maintenance / Templates
- Service Engines
- Modules Authentication
- Modules NetFlow/sFlow
- Modules Web and Email
- Modules Configuration
- Modules Alops
- Incidents and Problems - Parenting

APPLICATION	STATUS	THRESH	AVG	PEAK	LAST 24H
LOCAL					
Cash Dispensing App	✓	✓	---	---	
Finance Web Page	✓	✓	3.04s	8.50s	
Intranet Application	✓	✓	1.76s	12.20s	
Public Web site	✓	⊖	5.32s	10.95s	

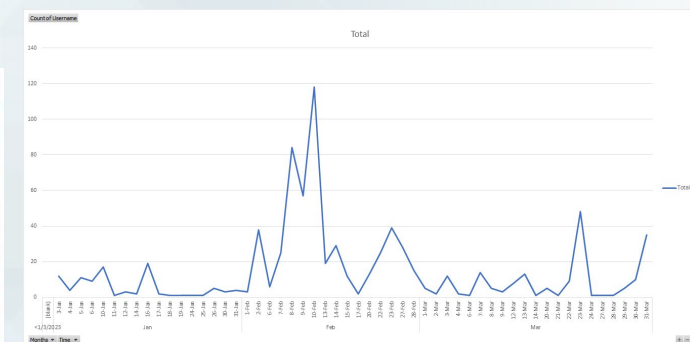
Strategic-Group-Name	Status	Template	Custom-Dashboard	#-Devices	Business-Workflow	Functional-Groups
All-Devices	Disabled	None	None	232	Disabled	Enabled
AWS	Enabled	None	None	483	Disabled	Enabled
AWS-DEV	Enabled	None	None	28	Disabled	Enabled
Azure	Enabled	None	None	46	Disabled	Enabled
Azure-Dev	Enabled	None	None	24	Disabled	Enabled
Cloud-Functions	Enabled	None	None	108	Disabled	Enabled
Cloud-Infrastructure	Enabled	None	None	182	Disabled	Enabled
Cloud-Storage	Enabled	None	None	7	Disabled	Enabled
Cloud-VMs	Enabled	None	None	0	Disabled	Enabled
Database	Enabled	None	None	0	Disabled	Enabled

Notification Summary on Business Workflow in Last 90 Days 12/31/2022 00:00am 03/31/2023 13:49pm

Notification Type	Critical / Down	Recovery	Acknowledged	Deacknowledged	Informational
Hosts	89	29	2	0	----
Services	1842	269	10	0	----
Thresholds	12	11	0	0	----
Syslog	----	----	----	----	0
Port Scan	----	----	----	----	0
Config Manager	----	----	----	----	0



TEMPLATE	AGGREGATE	THRESHOLDS	SERVICES
Slow Site	4.20%	4.55%	5.20%
Remote Routers	93.72%	88.93%	100.00%
Microsoft 365 Remote Agent Template	94.48%	99.72%	94.33%
Cisco Switches Template	96.72%	Not configured	96.72%
Default	95.48%	98.83%	101.10%



Stage 3. Executive Summary

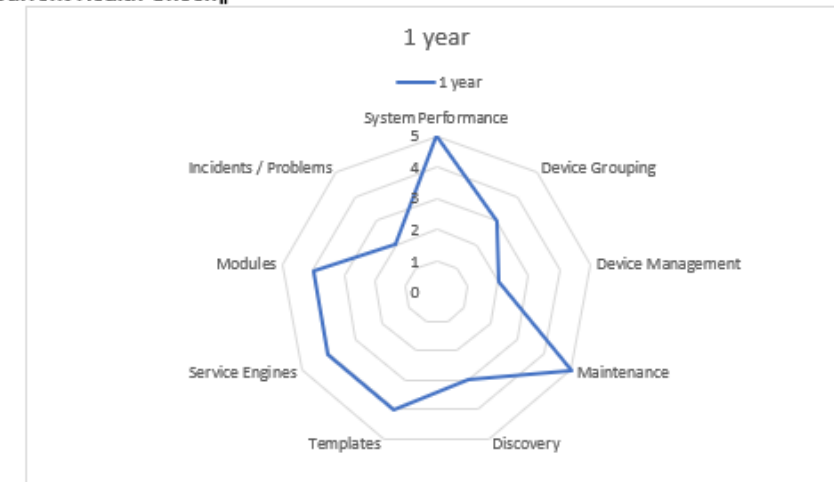
Health Comparison.

- ▶ Historical health view, improving or not.

Licensing.

- ▶ Used vs. Licensed devices.
- ▶ License distribution.
- ▶ Modules licensed.

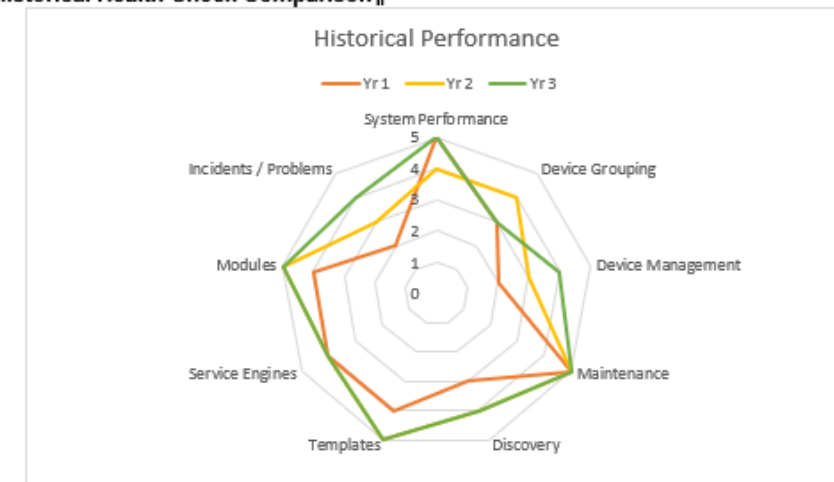
Current Health Check



Outstanding, 4—Exceeds Expectations, 3—Meets Expectations, 2—Needs Improvement, 1—Unacceptable

Figure 1—Current Health Check

Historical Health Check Comparison



Outstanding, 4—Exceeds Expectations, 3—Meets Expectations, 2—Needs Improvement, 1—Unacceptable

Figure 2—Historical Health Check

Stage 4. Action Plan

Recommendations.

- ▶ Recommendations from a high level.
- ▶ Lists the most critical recommendations.

Remediation.

- ▶ Internal staff.
- ▶ External resources.

SubType	Count	Up-Devices
Amazon-EC2-Instance	15	15
BGP-Monitoring	1	1
Cisco-QOS	1	1
ELGRP-Monitoring	1	1

Site-Name	City	ST	Country	Template	#-Devices
A-Irvine	Irvine	CA	USA		4
AWS-us-west-2	Portland	OR	USA		487
Netreo-HQ	Huntington-Beach	CA	USA		0
Azure	Reston	VA	United-States		44
Bangalore	Bangalore		IND		0
Dallas	Dallas	TX	USA		0

Category-Name	Template	Custom-Dashboard	#-Devices-Polled	#-Devices-Not-Polled
Internet-Firewalls			1	0
New-Servers			4	0
Development-Servers			66	27
Database-Servers			28	11

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It takes more than technology

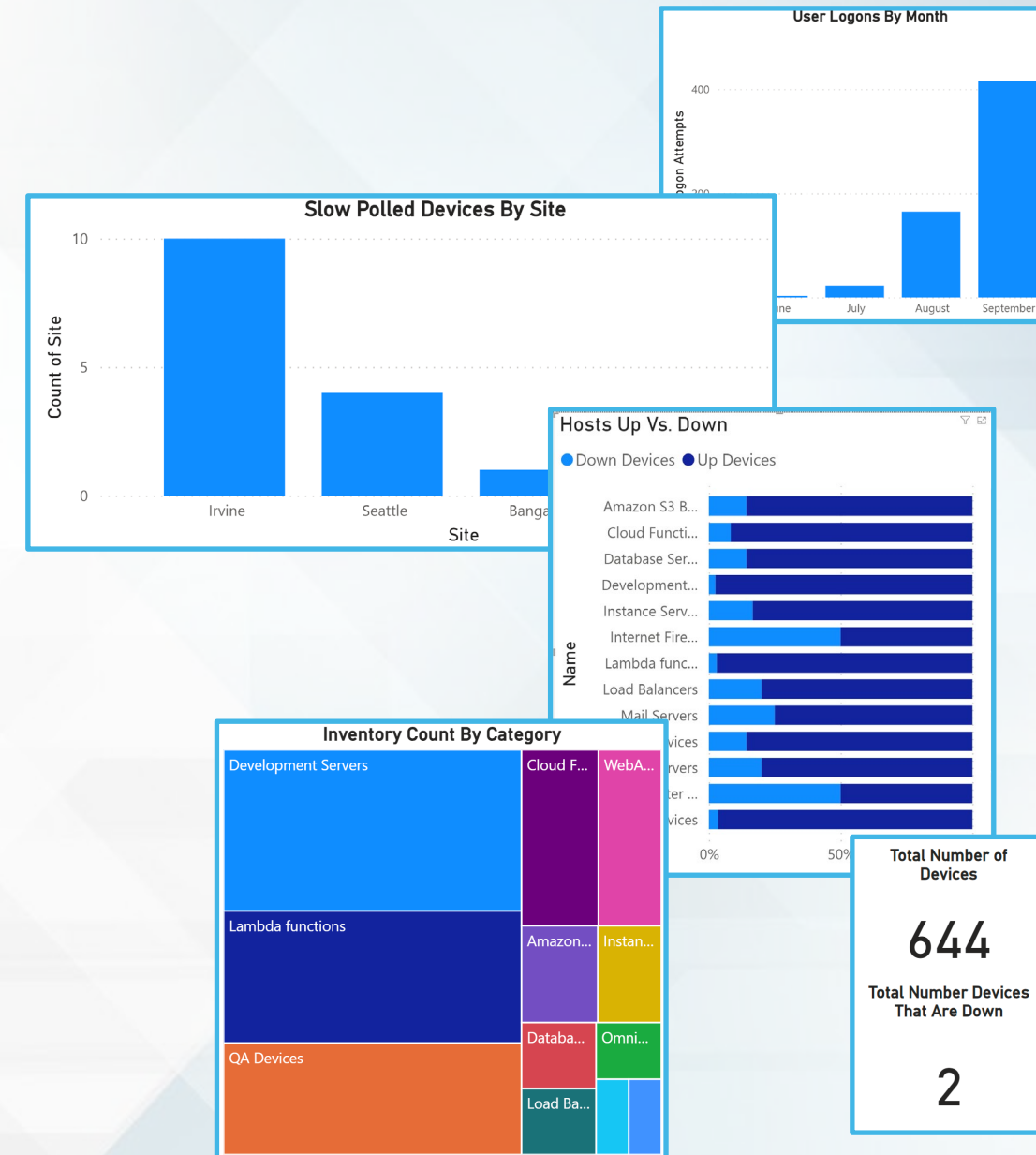
Visualization Tools to Implement and Monitor your action plan

DIMENSIONS	BUSINESS <i>What business imperatives are and how IT management and monitoring capabilities meet business imperatives</i>	PEOPLE <i>How skilled, organized and motivated team is to be used efficiently and effectively</i>	PROCESS <i>How necessary day-to-day and tactical processes are performed, including well-known ITIL processes such as change and capacity management.</i>	TECHNOLOGY <i>How well the overall system meets the quality, efficiency and agility needs of the enterprise.</i>
Management Attributes	Strategic Context/ Planning	Organization	Focus	Standards
	Financial Management	Roles	Standards	Efficiency
	Governance, risk and compliance	Culture	Integration	Agility
	Metrics (Daily, Monthly, Quarterly, Annually)	Skills	Metrics	Service quality
	Reporting and analytics needs	Training		Tools
		Data/information needed		Reports generated

NMS Tools 2 : Microsoft Power BI Add On

Currently being developed.

- ▶ Uses Python scripts to integrate data.
- ▶ Interfaces with Netro UI (not backend database).
- ▶ 20 different data pulls (at the moment).
- ▶ 10 and growing (pages) tabs
- ▶ A template for capturing your own data.
- ▶ Power BI Desktop is a free Microsoft app.
- ▶ Or, Access Power BI Pro through Microsoft 365 E5 (many Enterprise customers use this)



Incidents and Problems - Incidents

How the number of incidents impacts the client?

What are generating alerts?

- ▶ Services
- ▶ Thresholds
- ▶ Devices
- ▶ Remote Agents
- ▶ Incident overview Statistics
- ▶ Is it possible to resolve the number of incidents seen?
- ▶ Based on incident counts how many staff would be required?

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Config Manager	----	----	----	----	0

Incidents and Problems - Problems

What problems are being seen overtime?
Look at counts and last occurrence.

TITLE	Count	LAST OCCURRENCE	CURRENTLY ACTIVE
Threshold Bandwidth on Irvine-R1 Vlan20 (Link to KC) Out	409	Jul 27, 2023 15:40:11 PDT	NO
Host gcp-linux-01	88	Aug 26, 2023 20:40:14 PDT	NO
Host Sandbox-Demo-1	55	Sep 17, 2023 15:07:15 PDT	NO
Application Service Microsoft 365 OneDrive Availability Check	35	Sep 22, 2023 5:35:33 PDT	NO
Service PING on London-S1	30	Sep 25, 2023 19:29:29 PDT	NO
Service PING on IND-Linux-1	29	Sep 25, 2023 19:29:31 PDT	NO
Service PING on IND-R1	27	Sep 25, 2023 19:29:27 PDT	NO
Service PING on EX3300	25	Sep 25, 2023 19:29:33 PDT	NO
Service PING on London-R1	25	Sep 25, 2023 19:29:35 PDT	NO
Application Service Microsoft 365 Yammer Availability Check	20	Sep 19, 2023 8:55:34 PDT	NO

NMS Tools 2 : Microsoft Power BI Add On

Dynamic Integrated Representation Of Your Enterprise

- ▶ Visualization tailored to your stakeholder groups
- ▶ Consolidated views targeted for senior management
- ▶ Source data channeled to AI assisted prioritization and decision making

