



NETSCOUT PREMIUM SERVICES PROGRAM

- Daily health checks and maintenance
- Advanced implementation assistance
- Primary point of contact for quick resolution of all support questions
- Best practices implementation
- User support and training
- Proactive monitoring assistance
- Timely upgrades for NETSCOUT deployment

Premium Services Program

NETSCOUT® Premium Services are designed for customers who require specialized technical assistance beyond standard maintenance and support. Premium Services are offered at an additional cost, supplementing standard maintenance.

Premium Services may include:

- Assistance with day-to-day administration of customers' NETSCOUT environment.
- Best practice implementation assistance of NETSCOUT hardware and software to meet changing business needs.
- Beta testing new products and features when needed.
- Access point for product specific contacts for quick resolution of all your support questions.
- Network performance monitoring with analysis of network performance and traffic patterns.
- Assistance installing software and firmware updates, patches, upgrades, and service packs.
- Guidance on new feature implementation, deployment and scalability.
- Technical escalation and direct coordination with NETSCOUT's global support teams.

Beyond the Premium Services listed above, your Premium Services support engineer can work with you to assess and address customers' technology needs in areas such as:

- Troubleshooting with identification of service-impacting issues and root cause analysis.
- Proactive maintenance health checks, system optimization, and configuration tuning.
- Configuration of real-time monitoring dashboards with custom dashboards & reporting.
- Providing security & compliance guidance and recommendations for network security best practices.

Premium Services RSE/OSE

Premium Services are provided by support engineers from a NETSCOUT location or from a customer location to help maximize returns on your NETSCOUT investment.

The technology landscape is rapidly evolving, driving increased demand for high-performance, scalable, and resilient network and IT infrastructures. Organizations across industries, whether enterprises or service providers, must continuously adapt to ensure seamless connectivity, optimal performance, and a superior user experience. As digital transformation accelerates and expectations for reliability and agility grow, businesses are rethinking their network architectures and IT strategies to stay competitive. At NETSCOUT, we recognize the mission-critical nature of your operations and the need for proactive, expert support to help you maximize the value of your NETSCOUT investments.

Premium Services extend beyond traditional maintenance, offering specialized assistance from highly skilled engineers with deep expertise in networking, cloud, and service assurance technologies. Premium Services are available in up to 20 or up to 40 hour engagements per week. Remote services may be handled by multiple non-dedicated engineers.

Service Availability & Delivery Model

Aspect	Details
Availability	Monday – Friday, 9:00 AM – 5:00 PM local time
Hours of Support	Up to 20 or up to 40 hours per week
Service Delivery Mode with RSE	Remote assistance via phone, email, and web-based collaboration tools
Required Customer Commitment	Active NETSCOUT Maintenance
Customer Responsibilities	Provide remote access to NETSCOUT Engineers

About NETSCOUT Maintenance

NETSCOUT offers an award-winning maintenance program which provides world class support to NETSCOUT customers worldwide. With five Technical Support Centers located around the globe and access to the Maintenance Portal and Online Learning Center, customers receive 24x7 availability to answers and easy access to alerts, patches and product updates.

LEARN MORE

To find out more about a NETSCOUT Premium Services engagement, contact NETSCOUT at 1-800-357-7666 or email: sales@netscout.com

NETSCOUT terms and conditions are listed at www.netscout.com/resources/legal-documents/maintenance-support



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NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: www.netscout.com/company/contact-us