

Diamond IP Services

Helping you make the most of your Diamond IP implementations



Everyone needs help now and then

Let's face it. IP address management (IPAM) is very complex technology. And one of the key benefits of deploying an IPAM system is simplification and automation of IPAM tasks. Our implementation services can help you start off on the right foot with a solid base reflecting your current network and desired data organization. Our support services help you every step of the way after implementation. Our training services can help you make the best use of our rich and diverse feature sets. And our managed services can help you with proactive management of your Sapphire DHCP/DNS/IPAM (DDI) infrastructure and even with IPAM moves, adds and changes.

BT Diamond IP is the only major IPAM industry supplier that offers the most flexible and scalable solutions for today's complex IP networks. Our solutions help you reduce costs, enhance productivity and gain efficiencies while improving the management and security of multiple IP infrastructure devices and services. Our products adhere to open standards, providing maximum interoperability with your existing network.

Diamond IP implementation services

IPControl and Sapphire products offer the industry's most flexible deployment options. Whether you are seeking to centrally manage an existing infrastructure of BT, ISC, CNR and/or Microsoft servers, migrate to an all-appliance deployment, or somewhere in between, BT Diamond IP professionals are available to help you plan your best practices based deployment of IPControl to help you meet your performance, high availability, scalability, and budget requirements.

Product support services

BT Diamond IP offers three customer support program tiers to choose from. If you need more hands-on day-to-day support, we also offer managed IPAM services. Our support program options include:

- **Standard support** - provides for phone and email access to our Technical Assistance Center during the hours of 9 am to 8 pm Eastern Time U.S. Monday through Friday except U.S. holidays
- **Gold support** - provides for phone and email access to our Technical Assistance Center 24 hours a day, seven days a week
- **Platinum support** - provides for phone and email access to our Technical Assistance Center 24 hours a day, seven days a week plus remote assistance on-request via VPN, a dedicated support lead and a quarterly review meeting

BT Diamond IP support is staffed around the clock. Our customers can initiate a service request via phone, email or by accessing our support site. Customers are also able to access our extensive knowledgebase on our support website for electronic help and how-to articles.

IPAM is critical to the operation of your IP network. Maximize the benefits of your IPAM efforts by leveraging our nearly two decades' experience in the field.



Product and technology training

As a thought leader in the IPAM industry, BT Diamond IP offers numerous educational resources enabling you to learn about IPAM technologies, including IPv6, DNSSEC, IDNA and related technologies within the IPAM discipline. In fact, our IPv6 and DNSSEC Resource Centers offer multi-media training libraries for these respective technologies.

Extensive product training is available to educate you and your team on the rich feature set available to you with our IPControl and Sapphire products. Standard week-long classroom training is provided bi-monthly, with hands-on lab exercises.

Ad hoc scheduled training at your facility is also available on a variety of IP address management topics. We also offer classroom or web-based technology training on such topics as DHCP, DNS, DNSSEC, IPv4/IPv6 etc. as well as customer-specific training upon request.

Leverage the power of experience

Members of our team were among those who founded the IPAM industry nearly twenty years ago. We have worked with ever evolving DHCP, DNS and IPv6 technologies over the years. We have also authored books on IPAM and IPv6 topics and have contributed to Internet standards as well.

Managed IPAM Services

Customers have traditionally implemented IPAM solutions by purchasing a product such as BT Diamond IP IPControl and Sapphire products, then operating and maintaining these products in-house. This *buy and operate* approach necessarily incurs operations costs in the form of ongoing support and staffing costs to perform IPAM changes and to administer DDI systems. A managed service can help reduce these ongoing staffing costs as IPAM functions are performed on your behalf by the IPAM experts at BT Diamond IP using industry best practices.

The BT Diamond IP managed IPAM services offering complements and utilizes our IPAM product offering, giving you the maximum flexibility in terms of purchasing software, appliances, or services. BT Diamond IP is the only vendor offering this breadth of choices for implementing IPAM.

A managed service can be broadly defined as a service offering where the service provider manages infrastructure and/or applications for its customers. An IPAM managed service encompasses moves, adds, and changes of IP addresses, subnets, domains and address pools, as well as monitoring and management of your underlying DHCP/DNS infrastructure.



Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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