

# Streamline your IPAM tasks with our expert implementation, management and training services

Let's face it, IP address management (IPAM) is very complex technology. But we can help simplify your address management with the industry's most flexible, adaptable and broadest IP address management (IPAM) portfolio. And to make sure you get the most out of our products, we provide flexible set up services, tailored training and comprehensive proactive management – as well as support for your IPAM moves, adds and changes.

## Managed IPAM services

IP address management (IPAM) is critical for today's IP networks to support initiatives like cloud, security, IPv6 deployment, VoIP, and more. Our IPAM portfolio is comprised of a diverse set of products and services which enable you to manage your IP address space and associated DHCP and DNS servers. But to make things easier, we can take on the management for you. That way, you can focus on network initiatives while relying upon the skills and expertise of BT managed services to support your foundational IPAM functions.

## Two-tiered managed services

The foundation of our managed IPAM services is the Sapphire Infrastructure Management (SIM) service, which provides management of backups, upgrades, monitoring and administration of deployed IPControl Sapphire appliances. The SIM service provides for the system administration of deployed Sapphire appliances, including 24 x 7 x 365 monitoring, proactive trouble reporting and resolution, and upgrading of the secure Sapphire operating system, kernel, and DHCP and DNS services for security fixes or new feature sets.

On top of this, the managed IPAM service provides support for IPAM moves, adds, and changes. This complete IPAM service takes care of all system administration, monitoring and upgrades for deployed Sapphire DHCP/DNS appliances plus the day-to-day updates to IP address blocks, subnets, IP address assignments, address pools, DNS domains and resource records.

Focus on your network and business while we support IPAM

## Managed services benefits

- ISO/IEC 27001 certified
- ISO-9001 certified
- effortless lifecycle management of Sapphire IPAM, DHCP, DNS appliances
- 24 x 7 x 365 monitoring of your Sapphire infrastructure
- streamline trouble reporting and resolution times
- encompasses Sapphire system administration functions
- no need to train personnel on Sapphire system administration, monitoring and troubleshooting
- flexible deployment of Sapphire at customer sites, BT sites or both
- proactive notification of alerts affecting your IPAM infrastructure with resolution status and results
- scheduled feature upgrades included providing continual usability and functionality benefits
- IPAM moves/adds/changes
- reduced IPAM lifecycle costs
- IP blocks, subnets, addresses, DHCP and DNS server configurations
- reduced IPAM training and support requirements

## Set up, support and training with flexibility at its core

Choose what you need – from Sapphire Infrastructure Management (SIM) to monitor and administer your deployed Sapphire DHCP/DNS appliances to a fully managed IPAM service. With this you can outsource moves, adds and changes for your IPAM infrastructure including address blocks, subnets, IP addresses, address pools, DNS domains, resource records and other DHCP/DNS configuration parameters.

### Implementation

Our implementation services can help you start off on the right foot with a solid base reflecting your current network and desired data organisation. In fact, we offer the most flexible deployment option in the industry. So whether you want to centrally manage an existing infrastructure of BT, ISC, CNR and/or Microsoft servers, migrate to an all-appliance deployment, or somewhere in between, our professionals are on hand to help you plan your deployment – to help you meet your performance, high availability, scalability, and budget requirements.

### Product support

Our support services help you every step of the way after implementation. We offer a choice of three support tiers. If you need more hands-on day-to-day support, we also offer managed IPAM services. Our support options are:

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

Our support is staffed around the clock. You can initiate a service request via phone, email or by accessing our support site. You can also access our extensive knowledge base on our support website for electronic help and how-to articles.

### Product and technology training

We have lots of educational resources for you to learn about IPAM technologies, including IPv6, DNSSEC, IDNA and related 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 periodically, 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.

## Why choose BT?

### Take advantage of our experience

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

Diamond IP from BT 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 your IP infrastructure devices and services.

Our products adhere to open standards, providing maximum interoperability within your existing network, including cloud and hybrid networks.

## What could IPAM services do for you?

Visit [globalservices.bt.com/en/solutions/products/diamond-ip](http://globalservices.bt.com/en/solutions/products/diamond-ip)

Offices worldwide.

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