

# Managed IPAM Services.

Advanced DNS, DHCP, IPAM (DDI) Solutions.



## Streamline your IPAM tasks.

IP address management (IPAM) is a critical necessity for today's IP networks in support of network initiatives such as BYOD, IPv6 deployment, VoIP, and more.

Whether your business serves customers, employees, partners or suppliers, your end users rely on seamless IP address assignment and rapid name resolution to utilize IP network resources.

## Leverage our expertise.

BT Diamond IP offers an advanced, centralized IPAM system that enables customers to manage their IP address space and associated DHCP and DNS servers. Despite powerful system capabilities, many customers prefer to leverage a managed service to perform IPAM functions. A managed service approach enables customers to retain focus on network initiatives while relying upon the skills and expertise of BT Diamond IP managed services to support their foundational IPAM functions.

## ISO standards certified.

The BT Diamond IP managed IPAM services are ISO-27001 and ISO-9001 certified. These certifications acclaim BT Diamond IP as a model managed services organization and lends credible independent validation on the quality, security and management practices of the BT Diamond IP managed services.

## Two-tiered managed services.

The foundation of BT Diamond IP's 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.

The managed IPAM service encompasses and embellishes the SIM service to provide support for IPAM moves, adds, and changes. The IPAM managed service offers a complete IPAM services option, providing all of the 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. IPAM functions are performed by the experts within the BT Diamond IP Managed Services Center to provide rapid and accurate IPAM services.

# Managed IPAM Services.

## Features.

Managed IPAM services allow customers to focus on network and business initiatives while BT Diamond IP supports the core IPAM infrastructure.

### Managed services benefits:

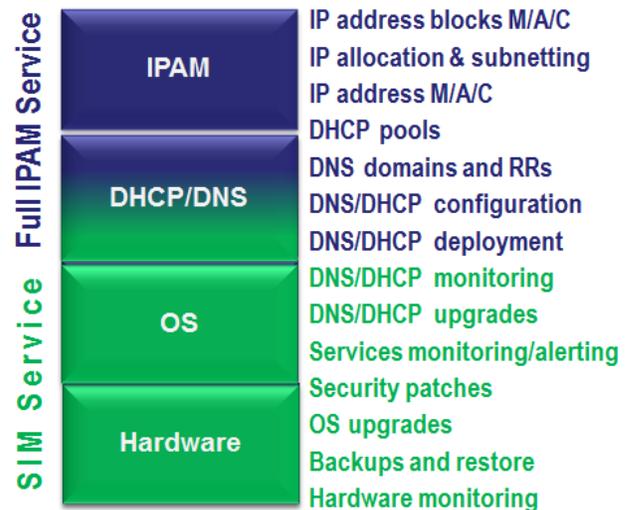
- ISO/IEC 27001 certified.
- ISO-9001 certified.
- Effortless lifecycle management of Sapphire IPAM, DHCP, DNS appliances.
- 24 x 7 x 365 monitoring of your Sapphire infrastructure.
- Streamline trouble reporting and resolution times.
- Encompasses Sapphire system administration functions.
- No need to train personnel on Sapphire system administration, monitoring and troubleshooting.
- Flexible deployment of Sapphire at customer sites, BT Diamond IP 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.

## The BT Diamond IP Difference.

BT Diamond IP's hallmark is flexibility. The IPControl Sapphire product line is among the most flexible on the market. But BT Diamond IP offers an additional dimension of flexibility, encompassing your choice of all or part of the IPAM services stack.

The SIM service, comprising the lower layers of the IPAM services stack, enables you to leverage BT's managed IPAM services for monitoring and administration of your deployed Sapphire DHCP/DNS appliances while you retain all IPAM move/add/change (M/A/C) functionality.

The IPAM managed service builds on and tops off the managed services stack, providing the benefits of the SIM service with the added ability to outsource M/A/C for your IPAM infrastructure including address blocks, subnets, IP addresses, address pools, DNS domains, resource records and other DHCP/DNS configuration parameters. IPAM M/A/Cs can be made on regularly scheduled intervals and upon request using BT Diamond IP managed services request portal or your BT single point of contact.



### Offices worldwide

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