

Advanced Cloud Services Trusted Advisor Services

Our Trusted Advisors (TAs) work closely with your team to provide an ongoing series of engagements throughout your cloud journey. You will receive the greatest value from Aviatrix whether you're connecting your Hybrid Multi- Cloud network, optimizing your security posture in the cloud or looking to reduce operational overhead. Your TA is committed to empowering you to get the most out of the Aviatrix platform and advance your strategic outcomes.

- **Assess**
Maturity
Operational Readiness

- **Advice**
Incident Management
Health Check
Best Practices

- **Operational Excellence**
Incident Management
Health Check
Best Practices

- **Proactive Optimization**
SW Lifecycle Planning
Cost Reduction
Capacity Planning

Aviatrix TAs provide expertise & operational rigor to ensure that your applications and network architecture are reliable, secure, performant and cost-effective. Below are the key objectives for TAS:

Design Consulting & Advisory

- Collaborate with you to understand your business objectives and technical requirements for new initiatives
- Develop high-level cloud architecture and ensure the proposed solutions are in line with reliability & scalability best practices, compliance standards, and security guidelines
- Provide recommendations to optimize the current architecture leveraging latest software capabilities

Proactive Planning & Operational Efficiency

- Regular office hours with customer to oversee account health
- Track occurrences and features impacting your environment
- Assist with ongoing tasks including Software Lifecycle Management and use case expansion
- Review current and upcoming software releases and provide code recommendations
- Peak season proactive assessments and readiness evaluations
- Proactive alert configuration for elevated situational awareness & capacity planning
- Identify opportunities to optimize the operational cost
- Collaborate with Aviatrix Sales to execute Quarterly Operations Reviews

Change Management Guidance

- Provide customized change templates and runbooks for software upgrades, right-sizing, Controller migration and implementing designs where the amount of effort is no more than 2 days (Business hours only). For assistance with changes that are longer and better suited for project-based implementation, TA will analyze the effort and engage Aviatrix Professional Services (up to 2 weeks lead time).

Incident Management Coordination

- Collaborates closely with the Aviatrix Support team to expedite resolution of P1 incidents.
- Assist implementing any suggested changes to stabilize the environment
- Coordinate with Support in reviewing root cause analysis

Automation

- Apply infrastructure as code (Terraform) best practices to support network automation initiatives including a sandbox environment for testing and training
- Advise on integrating with 3rd party tools part of the customer cloud tech stack

Operations

- TA will engage on incidents based on service level, with lower priority cases handled by Support.
- TA will not be able to provide change assistance during non-business hours or any change which extends more than 3 hours on the same business day.
- TA engagement will be limited to regular business hours.
- TA can optionally have read-only access to customer environments
- Across all activities listed in the table below, TA hours not to exceed 50hrs and 100hrs per quarter for Enterprise Plus and Strategic levels respectively and 36 hrs per week for dedicated TA.

Customers are entitled to TA services based on the following Support tiers. Please refer to [Support Offerings Datasheet](#) for additional details on the program.

Enterprise Plus - TA services delivered by a designated TA managing several Enterprise Plus customers

Strategic - TA services delivered by a named TA providing higher service levels for Strategic customers

TA Plan Features	Enterprise Plus	Strategic
Office Hours	Twice a month	Weekly
Technical Workshops	Quarterly	Monthly
Incident Management	P1	P1 and P2
Automation	Advise on pre-existing modules	Customize pre-existing modules
Bug Tracking	Yes	Yes
Feature Tracking	Yes	Yes
Capacity Planning	Yes	Yes
Cost Optimization	Twice a year	Quarterly
Architecture Optimization	Twice a year	Quarterly
Software Upgrade	Recommendation	Assistance
Health Check	Quarterly	Monthly
Operational Reviews	Quarterly	Quarterly
Alert Conf Review	Quarterly	Monthly
Peak Event Readiness	Yes	Yes
Change Mgmt Guidance	Within total budget of 50 hrs/qtr	Within total budget of 100 hrs/qtr
Onsite Visits	N/A	Annually
New Product Reviews	Twice a yaer	Quarterly

About Aviatrix

Aviatrix® is the cloud network security company trusted by more than 500 of the world’s leading enterprises. As cloud infrastructures become more complex and costly, the Aviatrix Cloud Network Security platform gives companies back the power, control, security, and simplicity they need to modernize their cloud strategies. Aviatrix is the only secure networking solution built specifically for the cloud, that ensures companies are ready for AI and what’s next. Combined with the [Aviatrix Certified Engineer \(ACE\) Program](#), the industry’s leading secure multicloud networking certification, Aviatrix unifies cloud, networking, and security teams and unlocks greater potential across any cloud.

