

■ SERVICE BRIEF

# Network Infrastructure *Managed Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Network Infrastructure Managed Services. This engagement provides continuous monitoring, operational support, configuration management, and lifecycle oversight for network devices such as switches, firewalls, and network appliances.

This engagement is governed by this Service Brief and associated with SKU: MS-NET.

The quantity defined in the quote reflects the number of in-scope network devices (switches, firewalls, appliances, or other) to be actively managed under this agreement.

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# Table of Contents

---

01. Services Overview

---

02. Offer Structure

---

03. Project Scope

---

04. Quantity & Effort Model

---

05. Services & Key Activities

---

06. Deliverables

---

07. Services Scope Changes

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08. Services Scope Exclusions

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09. Customer Responsibilities

---

10. Services Schedule

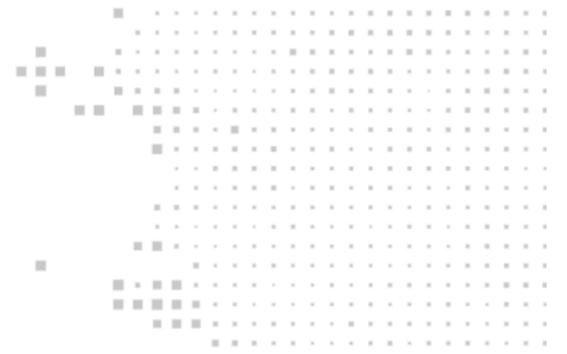
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11. Terms and Conditions

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# 01. Services Overview

Redesign's Network Infrastructure Managed Services provide proactive oversight and operational management of enterprise network environments. This includes fault detection, configuration change control, security patching, optimization, and lifecycle planning for core network infrastructure components.



# 02. Offer Structure

## PRIMARY SERVICES

- Network device monitoring via SNMP and/or vendor APIs
- Alerting, triage, and incident resolution
- Firmware and OS updates for supported network hardware
- Network configuration review and tuning
- Change and configuration documentation management
- Policy and standards alignment for operational maturity
- Device administration support and alignment with best practices
- Switching /Layer 2 infrastructure support
- Routing/Layer 3 infrastructure support
- Documentation (Creation of Diagrams and technical documents)

## OPTIONAL ADD-ONS

### Separate SOW

- Network segmentation or redesign
- Zero Trust or microsegmentation planning
- Integration with SD-WAN, NAC, or identity platforms
- 24/7 response coverage
- Design – Routing and Architecture
- Advanced Routing [Dynamic Routing/ SD-WAN] Support
- QoS and advanced traffic policy design and support (including policy routing)

## 03. Project Scope

The service applies to the following types of network infrastructure devices:

- **Switches** (access, distribution, core)
- **Firewalls** (hardware or virtual)
- **Routers**
- **Network appliances** (e.g., load balancers, packet brokers, WAFs)
- **Wireless Access Points**
- **Other network-connected management platforms** (as scoped)

All devices must be functional, supported, and reachable for inclusion.

## 04. Quantity & Effort Model

- **Service SKU: MS-NET**
- **Quantity: Number of network devices under management**
  - Each switch, firewall, appliance, or other device counts as one unit
- **Quantity determines scope of monitoring, update cadence, and incident handling effort**

### MONTHLY SUPPORT TERMS

This service includes up to the number of hours specified in the associated quote for operational support per month, limited to the activities defined in this Service Brief.

Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).

## 05. Services & Key Activities

Stage	Key Activities
 Onboarding Process (30 Days)	<ul style="list-style-type: none"><li>▪ Conduct kickoff with customer stakeholders to align on network management scope, SLOs, and escalation paths</li><li>▪ Validate administrative access to network devices, monitoring platforms, and configuration repositories</li><li>▪ Confirm SNMP, syslog, and telemetry integrations are functioning for health and alerting</li><li>▪ Document existing network topology, device inventory, and baseline configurations</li><li>▪ Establish configuration backup procedures and version control standards</li><li>▪ Review current firmware/software status and identify immediate patching or upgrade needs</li><li>▪ Baseline system health, interface status, and traffic behavior for reference in ongoing operations</li></ul>
 Continuous Activities	<ul style="list-style-type: none"><li>▪ Monitor system health, interface status, and traffic behavior</li><li>▪ Respond to alerts from SNMP traps, syslog, or integrated monitoring platforms</li><li>▪ Review and update network device configurations as needed</li><li>▪ Coordinate and apply firmware updates and critical security patches</li><li>▪ Track configuration changes and maintain version control</li><li>▪ Update and validate network topology documentation</li><li>▪ Review system events and logs are required for analysis and incident response and root cause analysis</li></ul>
 Annual Activities	<ul style="list-style-type: none"><li>▪ Review network lifecycle status for hardware and software</li><li>▪ Update runbooks, network diagrams, and policy documents</li></ul>

## 06. Deliverables



Monthly health  
and performance  
report



Configuration  
and firmware  
version records



Incident  
response logs  
and root cause  
summaries



Annual  
lifecycle report



Monthly  
Service Review  
(virtual, 1 hour)

## 07. Services Scope Changes

Changes in device quantity, major rearchitecture, vendor transitions, or platform integrations may require a revised quote or a new Statement of Work (SOW).

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## 08. Services Scope Exclusions

This engagement does not include:

- **Network design or implementation (available separately)**
  - **Cloud-native networking unless scoped**
  - **Security architecture development (e.g., major firewall rule design)**
  - **Forensic response or penetration testing**
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## 09. Customer Responsibilities

Maintain valid vendor support agreements:

- **Network segmentation or redesign**
- **Zero Trust or microsegmentation planning**
- **Integration with SD-WAN, NAC, or identity platforms**
- **24/7 response coverage**
- **Design – Routing and Architecture**
- **Advanced Routing [Dynamic Routing/ SD-WAN] Support**
- **QoS and advanced traffic policy design and support (including policy routing)**

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

## 10. Services Schedule

- **Start Date:** Upon signed quote and kickoff
- **Completion:** End date specified in the quote

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## 11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

### ⓘ ONSITE SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

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- Signed quote referencing SKU: MS-NET and defined quantity
- Access to in-scope devices validated
- Customer stakeholders assigned and kickoff completed

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

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