Atlas Services Solutions Architecture Team

IT OPERATIONS EXPERTISE TO ACCELERATE CUSTOMER SUCCESS

The ExtraHop® Solutions Architecture team helps IT organizations solve complex IT challenges, from business alignment to problem resolution.

"This has to be a world record for time to value."

– VP of Network Operations on the Atlas QuickStart offering

PRACTICAL RESULTS

- **Save time and money** with faster resolution of critical incidents and ongoing issues.

- **Augment your staff** with ExtraHop operational intelligence experts.

- **Increase the speed and efficiency** of applications and infrastructure.

- **Identify problem areas** in all tiers—network, web, Citrix, database, storage, LDAP, DNS, and more.

- **Support continual improvement** to lower costs and improve performance.

- **Proactively address issues** instead of reactively fighting fires.
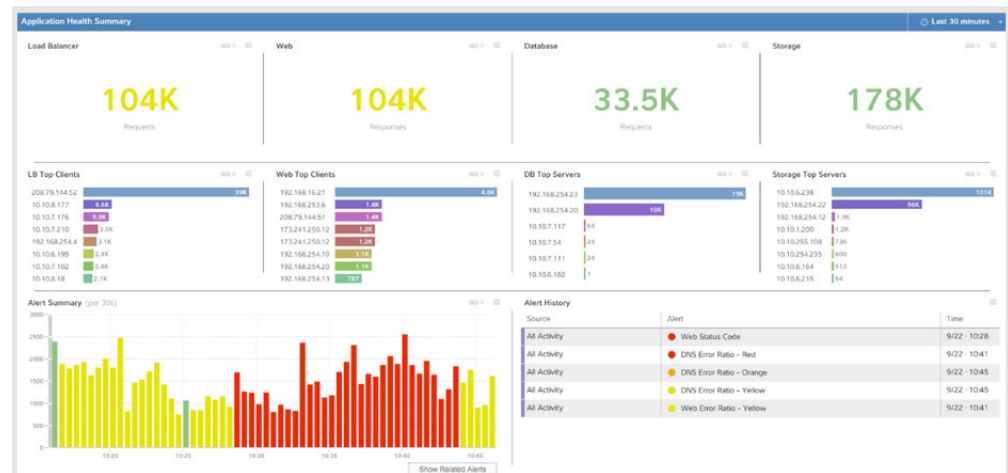
SUCCESSFUL OUTCOMES, NOT HOURLY FEES

The goal of ExtraHop Solutions Architecture offerings is to deliver business and IT value. We provide both flat-fee engagements focused on outcomes and recurring monthly services for continuous improvement.

WORLD-CLASS IT OPERATIONS EXPERTISE

The Solutions Architecture team provides the technological and procedural best practices developed with and proven at the world's best-run IT organizations. Each member of the Solutions Architecture team boasts a wealth of IT operations experience. Team members apply this accumulated expertise to supercharge your IT operations.

ALIGNING EXTRAHOP WITH UNIQUE REQUIREMENTS

The Solutions Architecture team member assigned to your account will help to align your ExtraHop deployment with the specific business goals and requirements of your organization. For example, he or she can set up ExtraHop dashboards showing real-time metrics tied to SLAs and KPIs.

The Atlas Dashboards & Reporting offering provides customized data collection and dashboards to surface wire data metrics that are important to your business.

Geomaps make it easy to see errors and poor performance that affect users in various geographic regions.

The Atlas RX offering provides you with deep analysis and prescriptive guidance based on your monthly Atlas remote analysis reports.

FOCUSED OFFERINGS FOR BIG IMPACT

Each Solutions Architecture offering is tailored to address common IT operations needs and to deliver significant results in a short timeframe. In addition, the flat-fee pricing structure provides greater predictability compared to an hourly model.

OPERATIONAL EXCELLENCE OFFERINGS

The Operational Excellence offerings focus on making your wire data even more relevant and impactful for your teams. A dedicated Solutions Architecture team member works with your organization to accelerate the time-to-value derived from the ExtraHop platform. Whether optimizing your troubleshooting workflows or improving your ability to detect security anomalies, your Solutions Architecture expert will help you get the most from your ExtraHop investment.

Atlas QuickStart – End-to-end management of an ExtraHop deployment.

Atlas Workflow Analysis – Comprehensive evaluation of operational practice from technical, procedural, and organizational perspectives.

Atlas Operational Excellence – Our flagship operational excellence service, a managed deployment and workflow analysis. You receive an ExtraHop solution designed and implemented in alignment with business priorities.

Atlas InfoSec – Solution work focused on detecting data exfiltration, surveillance, SIEM integration, or compliance reporting and auditing.

CONTINUOUS IMPROVEMENT OFFERINGS

For organizations seeking to become more proactive and efficient, the Continuous Improvement offerings provide quick payback. Utilizing your wire data, a dedicated Solutions Architecture team member offers expert advice and assistance so that your teams can meet objectives faster, with cumulative results over time. The Continuous Improvement offerings are an easy and cost-effective way to augment your teams with a competent and expert engineer.

Atlas RX (Monthly subscription) – In-depth analysis and prescriptive guidance based on monthly Atlas Services reports.

Atlas Triggers On-Demand (Monthly subscription) – Expert assistance in building Application Inspection Triggers for custom data gathering.

Atlas Dashboards & Reporting – Customized data collection and visualization.

Atlas E911 – Extended deep-dive analysis of complex application problems.

Contact us at:
📞 877-333-9872 **or** ✉ sales@extrahop.com

ABOUT EXTRAHOP NETWORKS

ExtraHop is the global leader in real-time wire data analytics. The ExtraHop Operational Intelligence platform analyzes all L2-L7 communications, including full bidirectional transactional payloads. This innovative approach provides the correlated, cross-tier visibility essential for application performance, availability, and security in today's complex and dynamic IT environments.