

Do your IT teams have time to keep up with your network documentation?

Improve operating efficiency and reduce downtimes by having the data to more quickly assess, diagnose, configure, and remediate.

Also, be prepared to readily provide documentation required for:

- 01 Audit requirements
- 02 Takeovers/transitions
- 03 M&A due diligence
- 04 Future project planning
- 05 Insurance coverage qualification

ASK ABOUT ADDITIONAL RELATED EDGEREADY SERVICES INCLUDING:

Network Monitoring & Management
Network Outage Crisis Management
On-Call Instant Response Tech Team
Cybersecurity Assessments



Network Documentation Service

Edge Engineers compile all pertinent network-related information and produce a comprehensive documentation set.

EDGE ESSENTIAL

- Detailed Network Diagrams
- Device Inventories
- Services Lists
- Applications Lists
- IPs/Scopes

EDGE COMPLETE

- Detailed Logical Diagrams
- Rackface Diagrams
- Software/Firmware/Patch Status
- License Audit
- 3rd Party Contract Detail

EDGE ASSESSMENT

In addition to our Documentation Services, Edge engineering experts can provide an evaluation of the network environment and recommend changes or improvements based upon the gathered documentation and further diagnostics

* Requires Edge Essential or Edge Complete

SERVICE METHODOLOGY

- 1) Customer provides any available relevant information
- 2) Remote network access is established
- 3) Edge may deploy a network scanning device to assist with information gathering
- 4) Remote network access is removed
- 5) An Edge Engineer will go onsite to perform discovery when necessary
- 6) Edge will compile a documentation workbook to be shared and continually updated



Edge Ready Documentation Services

CORE NETWORK

EDGE ESSENTIAL

- Inventory of:
 - Firewalls
 - Routers
 - Switches
 - Gateways
 - UPSs
- Generate physical network diagrams that include:
 - Devices
 - Physical connections
 - ISP Circuits
- Compile primary networking details including:
 - IP addresses
 - Network scopes
 - VLAN IDs

EDGE COMPLETE

- Rack face drawings of network equipment
- Generate first-level logical diagrams including:
 - Traffic flows
 - Network segmentation
 - VLAN IDs
 - Routing Protocols
 - Site-to-Site connections (IPSec, MPLS, etc.)
 - Remote SSL VPN connections
- 3rd party vendor information including contractual obligations/SLAs
- List of device software/firmware/patch versions
- Hardware warranty status

EDGE ASSESSMENT

- Evaluate overall network environment
- Provide recommendations for optimization.
- Identify End of Life for devices
- Identify End of Support for devices
- Review switch port error types and counts
- Review bandwidth capability of network segments and identify bottlenecks
- Review redundancy of hardware and uplinks to identify single points of failure
- Review of network segmentation to promote a secure environment

SERVERS

EDGE ESSENTIAL

- Inventory of:
 - Physical servers
 - Virtual servers and hypervisors
 - Containerized servers
 - Cloud servers
- Documentation of:
 - Services, applications and antivirus running on servers
 - Operating System, service channel and/or version
 - VM files: disks, configuration files, etc.
 - Hypervisor
- Generate physical network diagrams including:
 - Devices
 - Physical connections
 - IP addresses
 - Network scopes
- Document Azure and local Active Directory including:
 - Users, groups and computer objects
 - Group policy objects

EDGE COMPLETE

- Determine server operating system life cycle and patch compliance
- Determine public exposure and certificates life cycle
- Generate logical network diagrams including:
 - Traffic flows
 - Network segmentation
- Identify and document backup retention and frequency
- Compile 3rd party technical service vendor information including services provided & SLAs
- Generate list of device software/firmware/patch versions
- Identify storage and storage requirements
- Document storage patching and storage ACLs
- Further documentation of Azure and local Active Directory
 - Bit Locker key inventory
 - Orphaned or hidden objects
 - Directory services site replication topology and communications paths
- License auditing and compliance review
- Identify hardware warranty status

EDGE ASSESSMENT

- Evaluate server environment and provide recommendations for optimization
- Identify performance bottlenecks
- Identify misconfigurations and bad practice
- Review storage and backup practices and evaluate disaster recovery model
- Identify failing hardware, single points of failure and lack of redundancy

CYBERSECURITY PLATFORMS

EDGE ESSENTIAL

- Create documentation surrounding existing Security services solutions, to include:
 - Firewalls
 - Antivirus
 - SIEM
 - Security awareness
 - Phishing campaigns
 - Email filtering
 - IDS/IPS
 - Vulnerability scanning
 - Content filtering
- Generate first-level logical diagrams of current firewall configuration, to include:
 - Permitted traffic flows
 - Permitted access to external facing servers, such as through inbound NAT and port forwarding

EDGE COMPLETE

- Generate first-level logical diagrams of current firewall configurations including:
 - Permitted traffic flows
 - Inbound NATs or port forwards to Internal resources

EDGE ASSESSMENT

- Evaluate the security controls and provide recommendations for optimization.
- Determine End of Life for devices
- Determine End of Support for devices
- Evaluate running firmware versions on security appliances and applications



Edge Ready Documentation Services

VOICE

EDGE ESSENTIAL

- Create inventory of voice and FAX circuits (SIP Trunk, PRI, T1, FXS) with associated DID's.
- Generate list of endpoints and user accounts for the on-premise or hosted PBX
- Create list of DIDs that terminate on the PBX and the objects they belong to

EDGE COMPLETE

- Document call routing within the PBX (Ring Groups, ACDs, ToD Routing)
- Maintain backups of premise PBX and network equipment involved in voice routing
- Analog PBX - Document endpoints, PSTN gateways, extensions and routing

EDGE ASSESSMENT

- Evaluate voice environment and provide recommendations for optimization
- Investigate moving from legacy connections (FXS / PRI) to SIP
- Improve reliability by identifying single points of failure including inbound circuits or routing
- Investigate move to hosted/premise VoIP PBX from legacy to add features, unify management, and reduce cost
- Ensure that voice / video traffic has priority in the network to improve quality and reliability

DATA CENTER

EDGE ESSENTIAL

- Generate list of served customers, service providers, devices, access information, and services
- Inventory all network elements
- Generate network topology diagrams
- Document network details including:
 - o ISP circuits
 - o VLAN IDs
 - o IP addresses and network scopes

EDGE COMPLETE

- Generate rack face drawings of network equipment
- Create first-level logical diagrams to include:
 - o VLAN IDs
 - o IP addresses and network scopes
 - o Routing protocols
 - o Traffic flows
- Generate list of device software/firmware/patch versions

EDGE ASSESSMENT

- Evaluate overall network environment and provide recommendations for optimization

DESKTOP

EDGE ESSENTIAL

- Identification
 - o Computer
 - o Nickname
 - o Domain
 - o Last login
- Hardware Information
 - o Manufacturer
 - o Product model
 - o Chassis type
 - o Processor
 - o Memory
 - o Video
 - o Monitors

- Drive Information
 - o Internal drives
 - o Optical drives
 - o Other drives
 - o Network shares
- Network Information
 - o Local IP address
 - o Router address
 - o Gateway address
 - o MAC address
- Software Information
 - o Operating system
 - o Number of installed apps

- Asset History
 - o Date added
 - o Date OS installed
 - o Last startup
 - o Last contacted
- Patch Summary
 - o Last scanned
 - o Last patched
 - o Update version
 - o Patches approved
 - o Patches installed
 - o Patches missing
- Patches failed

HOSPITALITY

EDGE ESSENTIAL

- Complete list of hotel applications used at the property including the following information:
 - o Contract and terms of agreement
 - o Application version
 - o Support contract if applicable with SLAs
 - o Contact information

- Complete list of property networked systems (i.e., WiFi, security cameras, phone system)
 - o Contract and Terms of Agreement
 - o Support contract if applicable with SLAs
- Network diagrams if vendor is required to produce

WIFI NETWORK SURVEY

EDGE ESSENTIAL

- Inventory all WiFi network elements
- Generate network topology diagrams
- Document WiFi network details including:
 - o SSIDs
 - o VLAN IDs
 - o IP addresses and network scopes
 - o Captive Portal specifications if applicable

EDGE COMPLETE

- Generate a WiFi Survey Report to include:
 - o Approximate access point locations
 - o Signal strength coverage map
 - o RF channel Interference
- Generate first-level logical diagrams to include:
 - o SSID - business purpose
 - o VLAN IDs
 - o Traffic flows
- Create a list of device software/firmware/patch versions

EDGE ASSESSMENT

- Evaluate WiFi environment and provide recommendations for optimization
- Review of:
 - o Radio power settings
 - o Radio channel settings
 - o Minimum bss rates
 - o Coverage gaps

