



## Professional Services | Overview

### Where Experience Meets Innovation

The goal of the Neustar Professional Services team is to enable enterprises around the world to optimize the performance, reliability, and security of their Internet applications and infrastructure. Our suite of Professional Services has been developed to ensure that our customers maximize their return from Neustar's managed services, both operationally and financially.

Whether you're looking to launch a new Internet application, expand your Internet infrastructure, or resolve performance issues with your current operations, Neustar's Professional Services team draws on a wealth of experience and advanced analytical tools to deliver against your IT objectives. Our consultants can help you implement, maintain, and improve your IT infrastructure while reducing your total cost of ownership.

### Key Benefits of Professional Services

- Consulting from DNS and DHCP experts
- Consulting from web performance monitoring and management experts
- Experienced in developing and deploying 100% uptime architectures
- Proven delivery approach
- Customized solutions
- Pro-active account management to ensure an on-time and seamless transition

#### About Neustar

Neustar solves complex communications challenges by providing market-leading and innovative solutions and directory services that enable trusted communication across networks, applications and enterprises around the world.

Neustar's managed services support companies that rely on the Internet for critical business processes and applications. UltraDNS services power the DNS resolution of more than 30 million domains globally. Webmetrics performance monitoring and load testing services ensure online performance, competitive advantage, and a positive end-user experience.

#### FOR MORE INFORMATION:

Visit us online:

- // [Neustar.biz](http://Neustar.biz)
- // [UltraDNS.com](http://UltraDNS.com)
- // [Webmetrics.com](http://Webmetrics.com)

Or call us at:

- // +1-888-367-4812

### Internet Application Performance Analysis

Our consultants will help you better understand the current performance of your Internet applications, identify key issues, and develop an improvement plan. The analysis includes:

- Short-term monitoring engagement
- Deep application analysis using RIA monitoring, fullpage breakdown, Yslow, etc.
- Clear, actionable recommendations on how to improve performance

### Security and Reliability Services

Our professional services team can provide you with the peace of mind that your network infrastructure is operating reliably and securely, whether it is through a comprehensive security audit or monitoring a critical application.

Our services include:

- DDI Security Assessment - a security review of your existing DNS, DHCP, IPAM (DDI) infrastructure
- DNS Cache Poisoning Assessment - a risk evaluation of the susceptibility of your online operations to the growing threat of malicious cache poisoning.
- Application Monitoring Assessment – a thorough review of your current monitoring implementation to ensure it is in line with industry best practices.

### Integration and Migration Services

Our professional services team ensures your migration to Neustar’s Internet Infrastructure services is both smooth and seamless. Whether you need help migrating your existing DNS data to the UltraDNS Managed DNS Service, or you’re migrating from your current web/application performance monitoring solution to Webmetrics, our consultants have vast experience to draw upon. Our services in this area include architecture review, project management and planning, assistance with process/procedure conversion, help desk scripting, dashboards and reports, custom configuration using APIs, analysis of existing DNS/DHCP solution, data migration and much more.

### Training Services

To ensure you’re fully utilizing all the features of our managed services, our consultants can provide private training sessions – either via webinar or onsite – on a variety of topics including:

- Webmetrics account administration
- UltraDNS account administration and advanced UI topics
- Webmetrics RIA scripting

### Technical Account Management Services

Neustar Professional Services is dedicated to ensuring its customers fully realize the value of our portfolio of managed services. Our Technical Account Management service provides you with a dedicated member of our team – your “Technical Account Manager” or “TAM” – who will address all of your requirements including project management assistance, training, performance and optimization of your managed service. And we don’t just answer your questions, we make sure you’re asking the right ones!