

# MANAGED SIM SERVICES

## Services Infrastructure Management Service



### Focus on your IPAM tasks

IP address management (IPAM) is a critical necessity for today's IP networks in support of network initiatives such as Digital Transformation, IPv6 deployment, VoIP, SASE, and more. Whether your business serves customers, employees, partners or suppliers, your end users rely on seamless IP address assignment and rapid name resolution to utilize IP network resources.

### Leverage our expertise

Cygnalabs Diamond IP offers an advanced, centralized IPAM system that enables customers to manage their IP address space and associated DHCP and DNS servers. Managing an IPAM implementation goes beyond managing DHCP/DNS/IPAM (DDI) related tasks. Monitoring of server availability, troubleshooting, and upgrades are among the additional tasks required to manage the foundational DDI functions or your IP network. The SIM service, a DDI infrastructure managed service, enables you to retain focus on DDI tasks such as managing IP space and DHCP/DNS, while leveraging the skills and expertise of Cygnalabs Diamond IP managed services to support administration of your foundational IPAM functions.

### ISO standards certified

The Cygnalabs Diamond IP managed IPAM services are ISO-27001 and ISO-9001 certified. These certifications acclaim Cygnalabs Diamond IP as a model managed services organization and lends credible independent validation on the quality, security and management practices of the Cygnalabs Diamond IP managed services.

### Sapphire appliance administration

The foundation of Cygnalabs Diamond IP's managed IPAM services is the Services Infrastructure Management (SIM) Service, which provides management of backups, upgrades, monitoring and administration of deployed network services appliances, including Sapphire appliances from Cygnalabs. The SIM service provides for the system administration of deployed appliances, including 24 x 7 x 365 monitoring, proactive trouble reporting and resolution, and upgrading of the secure Sapphire operating system, kernel, and DHCP and DNS services for security fixes or new feature sets.

### Robust services management

The Cygnalabs Diamond IP SIM Service provides for automated backups, restoration, upgrades and patches enabling you to focus on the management of your IP address space and DNS/DHCP configurations using our award-winning IPAM solutions.

## Features

Managed SIM services allow customers to focus on IPAM and business initiatives while Cygna Labs Diamond IP administers the core DDI network services appliance infrastructure.

### Managed services benefits

- ISO/IEC 27001 certified.
- ISO-9001 certified.
- Effortless administration of Cygna Labs DDI appliances.
- 24 x 7 x 365 monitoring of your DDI services infrastructure.
- Streamline trouble reporting and resolution times.
- Encompasses DDI appliance system administration functions.
- No need to train personnel on DDI system administration, monitoring and troubleshooting.
- Flexible deployment of Sapphire at customer sites, public cloud sites, or both.
- Proactive notification of alerts affecting your DDI appliance infrastructure with resolution status and results.
- Scheduled feature upgrades included providing continual usability and functionality benefits.
- You retain full control of your DDI moves, adds, and changes.
- Reduced lifecycle costs.
- Deploy your resources efficiently, offloading tedious administration tasks.

## The Cygna Labs Diamond IP Difference

Cygna Labs Diamond IP's hallmark is flexibility. Our product line is among the most flexible on the market. Cygna Labs Diamond IP offers an additional dimension of flexibility, encompassing your choice of all or part of the IPAM services stack, from DDI system administration, monitoring, backups, patches, new releases, on up to DDI transactions.

The SIM service, comprising the lower layers of the IPAM services stack, enables you to leverage Cygna Labs Diamond IP's managed IPAM services for monitoring and administration of your deployed DDI appliances while you retain all IPAM move/add/change (M/A/C) functionality.

The IPAM managed service can optionally be added to the SIM service and builds on and completes the managed services stack, providing the added ability to outsource M/A/Cs for your IPAM infrastructure including address blocks, subnets, IP addresses, address pools, DNS domains, resource records and other DHCP/DNS configuration parameters. IPAM M/A/Cs can be made on regularly scheduled intervals and upon request using Cygna Labs Diamond IP managed services request portal or your IT service provider's single point of contact.

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