![CYGNA LABS logo]

Streamline Your DDI Tasks

DHCP, DNS and IP address management (DDI) are critical necessities for today's IP networks in support of network initiatives such as cloud, edge, SDWAN, SASE, Zero Trust, 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 leverage enterprise applications and IP network resources.

Leverage our expertise

As today's networks grow increasingly complex, many organizations find themselves falling behind with sufficient staffing expertise to manage all of it. Underpinning all major network initiatives, DDI serves as the foundation. Users and devices require IP addresses to connect from wherever they are. And they require accurate and secure DNS resolution for optimal cloud application performance.

Cygna Labs offers an advanced, centralized DDI system that enables customers to manage their IP address space and associated DHCP and DNS servers. Despite powerful system capabilities, many customers prefer to leverage a managed service to support core network DDI functions. A managed service approach enables customers to retain focus on network initiatives while relying upon the skills and expertise of Cygna Labs DDI managed services to support their foundational DDI functions.

ISO standards certified

Our managed DDI services are ISO-27001 certified, which acclaims Cygna Labs as a model managed services organization with documented information security processes, procedures, and proven track record. ISO certification lends credible independent validation on the quality, security and management practices of the Cygna DDI managed services.

Multi-tiered multi-platform managed services

The foundation of Cygna managed DDI services is the Services Infrastructure Management (SIM) Service, which provides management of database backups, system patches and upgrades, proactive monitoring and administration of deployed network services (DHCP/DNS) appliances. The SIM service provides for the system administration of deployed DDI appliances, including 24 × 7 × 365 monitoring, proactive trouble reporting and resolution, and upgrading of the appliance operating system as well as DHCP and DNS services for security fixes or new feature sets.

The full Cygna managed IPAM service offering encompasses and expands the SIM service to provide support for IPAM moves, adds, changes, and deletes. The IPAM managed service offers a complete IPAM services option, providing all system administration, monitoring and upgrades for deployed DHCP/DNS appliances plus the day-to-day updates to IP address blocks, subnets, IP address assignments, address pools, DNS domains and resource records. IPAM functions are performed by the experts within the Cygna Labs DDI Managed Services Center to provide rapid and accurate IPAM services.

Managed DDI Services

Features

Cygna managed DDI services allow you to focus on network and business initiatives while Cygna Labs DDI supports your core IPAM infrastructure
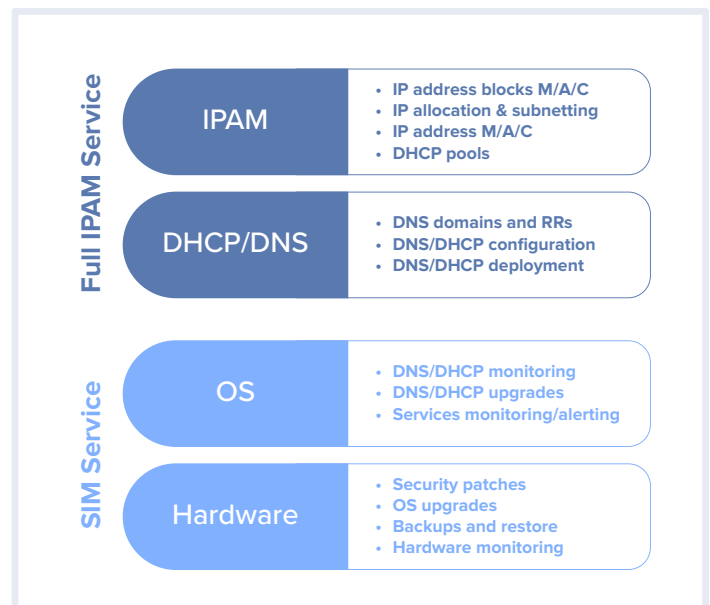
- **ISO/IEC 27001 certified**

- **Multi-platform DDI support**

- **Manages hardware**, virtual and cloud DDI systems

- Effortless lifecycle **management of IPAM, DHCP, DNS appliances**

- **24 × 7 × 365 monitoring** of your DDI infrastructure

- **Improve trouble** reporting and decrease resolution times

- **Encompasses DDI appliance system** administration functions

- **Reduce staff training requirements** for DDI system administration, monitoring and troubleshooting

- Flexible deployment on-premises and/or cloud

- **Proactive notification of alerts** affecting your IPAM infrastructure with resolution status and results

- **Scheduled feature upgrades** included providing continual usability and functionality benefits

- **IPAM moves/adds/changes/deletes**

- **Reduced DDI lifecycle costs**

- **IP blocks, subnets, addresses, DHCP and DNS server configurations**

- **Reduced IPAM** training and support requirements

The Cygna Labs Difference

Our hallmark is flexibility, and our Cygna DDI software is among the most flexible on the market. But Cygna Labs offers additional dimensions of flexibility, encompassing your choice of all or part of the IPAM services stack, as well as support for multiple DDI platforms and systems.

The SIM service, comprising the lower layers of the IPAM services stack, enables you to leverage Cygna managed IPAM services for monitoring and administration of your deployed multi-vendor DHCP/DNS appliances while you retain all IPAM move/add/change/delete (M/A/C/D) functionality.

The full IPAM managed service builds on and tops off the managed services stack, providing the benefits of the SIM service with the added ability to outsource M/A/C/D 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 the Cygna DDI managed services request portal.

Full IPAM Service

IPAM
- IP address blocks M/A/C
- IP allocation & subnetting
- IP address M/A/C
- DHCP pools

DHCP/DNS
- DNS domains and RRs
- DNS/DHCP configuration
- DNS/DHCP deployment

SIM Service

OS
- DNS/DHCP monitoring
- DNS/DHCP upgrades
- Services monitoring/alerting

Hardware
- Security patches
- OS upgrades
- Backups and restore
- Hardware monitoring

Microsoft Silver Partner

CISCO Partner
Select Developer

DEKRA Certified
Information Security Management ISO 27001

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