Rajant Guardian
Features / Benefits / Value

Proactively safeguard your Rajant mesh with intelligent managed services.

Rajant Guardian is a managed service solution for keeping your mesh network healthy, predictable, and resilient. Backed by round-the-clock monitoring, SLA-driven response, and tailored remediation options, Rajant Guardian provides peace of mind knowing your network is protected and optimized by Rajant's experts.

Service Overview

Rajant Guardian is built on the power of our Kinetic Mesh® technology to simplify and accelerate network troubleshooting. Delivered through an intuitive web client and the expertise of our service technicians, Rajant Guardian enables you to quickly **detect, diagnose**, and **resolve issues** within your mesh. Integrated with BC|Commander Enterprise (BC|C), Rajant Guardian offers three flexible service tiers to match your operational needs. From proactive health monitoring to automatic ticket creation and SLA-backed response, Rajant Guardian ensures your network remains **reliable**, **resilient**, and **ready for business-critical performance**.

Service Level Tiers

Rajant Guardian is available in three service levels, designed to align with the unique needs of your operations. Each level includes essential features such as continuous monitoring through BC|C, automated ticket creation, severity-based triage, and clear problem statements. The comparison table below highlights key benefits of each tier, helping you select the level of support that delivers the aligns best with your operations.

Rajant Guardian Value Tenets

Tier	SLA Targets	Execution Model	Reporting	PM
L1	Ack ≤ 4h, Plan ≤ 72h	Rajant-led remote remediation where feasible; Rajant coordinates onsite via partner	Quarterly incident report + KMDR baseline reference	Add-on
L2	Ack ≤ 2h, Plan ≤ 48h	Rajant-led remote remediation where feasible; Rajant coordinates onsite via partner or service provider	Quarterly; change log	Add-on
L3	Ack ≤ 1h, Plan ≤ 24h	Rajant-led remediation including onsite	Monthly + QBR option	Annual PM included

Response ≠ Resolution: "Ack/Plan" SLA covers response; actual fix timing depends on access windows and approved changes.

Key Features

Rajant Guardian keeps your Kinetic Mesh® **stable, secure, and high-performing.** Powered by the BClCommander Enterpise (BClC), we watch critical health signals, auto-create tickets, and respond under clear, global SLAs. **L1** delivers **guided remediation**—your partner or team executes the steps. **L2** adds **Rajant-led remote fixes** and coordination of on-site work with your **Partner or a Service Provider. L3** provides stronger reporting **with annual Preventive Maintenance included.** Every engagement starts with a **KMDR baseline (MSRP $13.2k)** so you know your current state and risks. The result: **fewer surprises, faster recovery, and a documented path to continuous improvement.**

Active Alerting + Monitoring
Monitoring changes in firmware, mesh health, bad logins, and more

SLA-Braced Acknowledgement / Plan
We confirm the incident and deliver a remediation plan within tiered UTC, calendar-hour targets. Execution follows approved change windows with built-in rollback and safety checks. Targets by tier:
L1: ≤ 4h/≤72h   •   L2: ≤ 2h/≤48h   •   L3: ≤ 1h/≤24h

Step-by-Step Remediation Plans
Clear actions, defined owners, and verification. **L1:** you execute; we guide. **L2/L3:** Rajant leads remote fixes and coordinates on-site.

Baseline and Alignment Backlog
Rajant Guardian starts with a **KMDR baseline** to document current state and risk. You will receive a **prioritized remediation backlog** that aligns firmware, configuration, and design standards—so fixes are clear, owned, and traceable.

Quarterly / Enhanced Reports with Trends
Rajant Guardian offers quarterly reports and enhanced reports with trends with respective level groups.
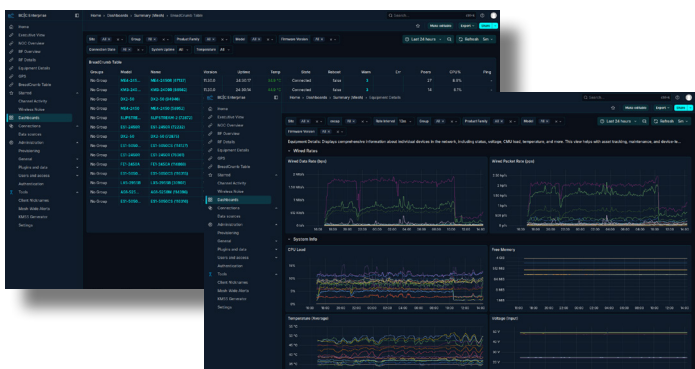
Benefits Rajant Guardian Delivers

1. Optimization of Kinetic Mesh® and InstaMesh® Networks
Value: Higher throughput, steadier roaming, and fewer performance dips through RF tuning, gateway health checks, and drift control.

2. Faster Recovery & Less Downtime
Value: Auto-ticketing, severity triage, and SLA-backed Ack/Plan (UTC, calendar hours) cut MTTA/MTTP and speed stabilization.

3. Predictable Change & Upgrades
Value: KMDR baseline at kickoff plus proactive change logging, firmware compliance, and rollback paths reduce regressions and upgrade risk.

4. Clear Accountability from Plan to Fix
Value: Crisp Problem Statements and step-by-step plans; L1 guided remediation, L2/L3 Rajant-led remote fixes with on-site work coordinated with your Partner or Service Provider.

5. Continuous Insight & Improvement
Value: Trend reports (by tier), RCA, and capacity/performance planning create a prioritized roadmap and measurable gains over time.

6. Lower Operational Load on Your Team
Value: Rajant handles monitoring, triage, and (at L2/L3) remediation leadership — **freeing your staff for higher-value work.**

Changes Rajant Guardian Flags

Security Hygiene of Client Access — catches same-SSID/different-security conflicts, **open** SSIDs, and **legacy (WEP/TKIP)** encryption; we alert and guide hardening to prevent bad logins and unauthorized access.

Uptime & Performance of the Mesh — monitors **APT gateway assignment/health** (primary/backup, underpowered masters), **wired link flaps, abnormal radio reboots,** and **over-temperature** to protect throughput and coverage.

Configuration Compliance — flags **firmware changes/drift** (minor & point release) against the approved baseline; we guide rollback/alignment to avoid regressions and dd behavior.

Identify-Mode Conflicts — prevents field mix-ups.

> **Rajant Guardian is here to ensure that your network gets troubleshooted and fixed quickly with little downtime.**

Get the edge over other fault-tolerant networking options.

Discover how Rajant can help you stay connected—no matter how your team operates. Our technology means Reliability, Redundancy, and Resiliency. Learn more about Rajant's one-of-a-kind technology at www.rajant.com

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INTELLIGENT EDGE
Enabling Industrial AI