

# Rajant Guardian

## Managed Services for Kinetic Mesh® Networks

*Proactively safeguard your Rajant mesh with intelligent managed services. Guardian combines BC|Commander Enterprise platform capability, expert monitoring, firmware upgrades, unlimited support, and SLA-backed*

*remediation, all in one bundled offering. Backed by 24/7 monitoring and Rajant's network experts, Guardian delivers peace of mind that your mesh stays healthy, predictable, and resilient.*

### What Rajant Guardian Includes

| Item                             | Details  |
|----------------------------------|--|
| BC Commander Enterprise Platform | Standalone MSRP \$122 per node, included at no extra charge                |
| Firmware Upgrades                | Included for the full duration of your contract                            |
| Unlimited Support Inquiries      | No PO or SOW required per issue  |
| Initial KMDR Baseline            | MSRP \$12,000 — performed at contract start                                |
| L3 Annual Preventive Maintenance | MSRP \$25.7K - \$42.9K per site/year (avg. \$34.3K) — includes annual KMDR |

### Rajant Guardian Value Tenets



| Tier | SLA Targets          | Execution Model   | Reporting   | PM       |
|------|----------------------|---|---|----------|
| L1   | Ack ≤ 4h, Plan ≤ 72h | Partner-led, Rajant-supported, remote remediation; coordinated via partner    | Quarterly incident report + KMDR baseline reference | Add-on   |
| L2   | Ack ≤ 2h, Plan ≤ 48h | Rajant-led, partner-informed, remote remediation; coordinated via Rajant      | Quarterly + change log                              | Add-on   |
| L3   | Ack ≤ 1h, Plan ≤ 24h | Rajant-led, partner-informed, remote remediation; coordinated via Rajant + PM | Monthly + QBR option + Annual KMDR                  | Included |

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

# Key Features

**Active Alerting + Monitoring:** Continuously monitor mesh health, firmware drift, bad logins, gateway health, and more through BCICommander Enterprise.

**SLA-Based Acknowledgement & Plan:** Clear response targets with built-in rollback and safety checks. Targets by tier: L1 ( $\leq 4h/72h$ ), L2 ( $\leq 2h/48h$ ), L3 ( $\leq 1h/24h$ ).

**Step-by-Step Remediation Plans:** Clear actions, defined owners, and verification. L1: You execute; we guide. L2/L3: Rajant leads remote fixes and coordinates with the end-user directly, while keeping the partner informed.

**Baseline + Alignment Backlog:** Every Guardian contract begins with a KMDR baseline (MSRP \$12,000) to document current state and risks, plus a prioritized remediation backlog.

**Quarterly / Enhanced Reports with Trends:** Rajant Guardian offers quarterly reports and enhanced reports with trends at the respective level groups.

## Benefits Rajant Guardian Delivers

### 1. Faster Recovery & Less Downtime

**Value:** Auto-ticketing, severity triage, and SLA-backed Ack/Plan cut MTTA/MTTP and speed stabilization.

### 2. Lower Workload on Your Team

**Value:** Rajant handles monitoring, triage, and (at L2/L3) remediation leadership — freeing your staff for higher-value work.

### 3. Predictable, SLA-Backed Execution

**Value:** Clear problem statements, step-by-step plans, and built-in rollback reduce uncertainty and regression risk

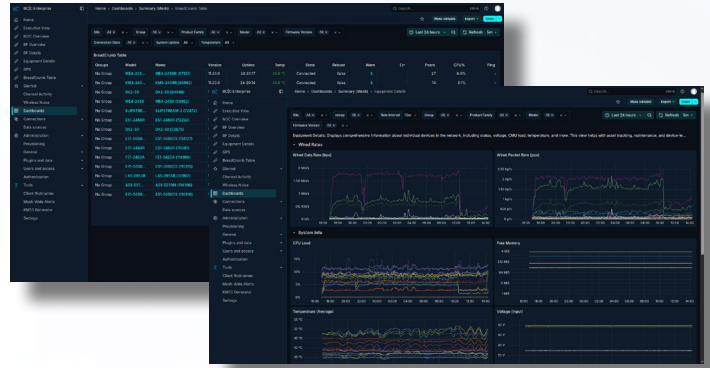
### 4. Clear Accountability from Plan to Fix

**Value:** Crisp Problem Statements and step-by-step plans; L1 guided remediation, L2/L3 Rajant-led remote fixes communicated directly to end user while keeping the partner informed.

### 5. Bundled Managed-Service

**Value:** One offering that includes platform capability (BCICommander), firmware coverage, unlimited support, expert monitoring, and SLA-backed execution.

**Rajant Guardian is here to ensure that your network receives the troubleshooting it needs and is fixed quickly with little downtime.**



## 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 unauthorized access.

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

**Configuration Compliance** — Flags firmware drift against approved baseline and guides rollback/alignment..

**Identify-Mode** — prevents field mix-ups.



**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](http://www.rajant.com)

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INTELLIGENT EDGE  
Enabling Industrial AI