



Rajant Guardian

Managed Services for Kinetic Mesh® Networks

Proactively safeguard your Rajant mesh with intelligent managed services. Guardian combines BCICommander 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
BCICommander Enterprise Platform	Included as part of Guardian
Firmware Upgrades	Included for the full duration of your contract
Unlimited Support Inquiries	No PO or SOW required per issue
L3 Annual Preventive Maintenance	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 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

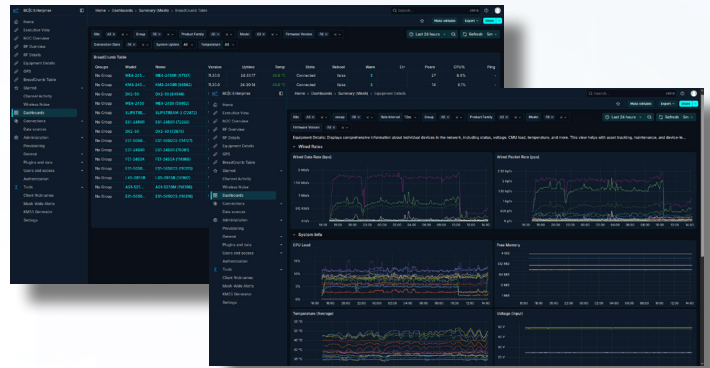
4. Clear Accountability from Plan to Fix

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

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Enabling Industrial AI