Bitdefender

Bitdefender Enterprise Professional Services and Consulting

Top expertise at your service

An experienced team of security solution engineers is always on call to respond to your needs. Bitdefender experts are ready to provide the GravityZone solution that best suits your organization, ensuring it benefits from the highest level of protection and performance.

Main benefits

- Top performance and maximum security for your organization
- Time-saving, efficient implementation of the GravityZone security solution
- Quick return on investment

Plan & Design

The Plan & Design service is intended for customers who have a well-defined Infrastructure, but lack the resources, experience or expertise to develop detailed production-ready design specifications.

Optimize your environment and go with a professionally designed architecture that guarantees speed and performance. Bitdefender's experts will help you identify the best-fitting architecture to implement and operate a secured GravityZone virtualized environment. Our security solution engineers will help assess your organization's current system looking at your needs in terms of personnel, processes and technology.

The Plan & Design Package has two major phases:

Assessment & Acceptance Criteria phase

Key deliverables include a high-level summary of the state of security for your environment, requirements for solution hosting, key recommendations to ensure scalable optimal performance and minimal risk, an implementation roadmap and a secure virtualization architecture framework if required.

Plan & Design phase

Using existing data, Bitdefender engineers will create a comprehensive architecture design (physical, virtual and mobile), system scaling, and environment configuration plan to meet your business objectives with an effective balance between availability, performance, scalability, security, manageability, cost and compliance.

The Plan & Design service is intended for customers who have a well-defined infrastructure, but lack the resources, experience or expertise to develop detailed production-ready design specifications.

Bitdefender deliverables for the Plan & Design package include: organizing a kick-off meeting, creating a project road map based on your requirements, facilitating meetings with team members for project sync (only applies to large infrastructures), assessing your current infrastructure, tailoring the GravityZone design to your unique environment.

Deployment & Configuration

The Bitdefender Deployment service is ideal for customers who have completed the Plan & Design process and can benefit from expert guidance throughout the implementation to ensure a smooth and trouble-free install process.

After the planning and design phase, Bitdefender experts will install and configure the Bitdefender solution so it responds optimally to the requirements of your business applications. Bitdefender's engineers will use their extensive expertise and experience to implement the virtualization platform customized to your organization's needs (only applies to large infrastructures).

Backed by a track record of successful virtualization projects, Bitdefender engineers will use best practices to implement the virtualization platform according to your business needs (only applies to large infrastructures). They will also conduct extensive system and QA testing before deployment in the production environment.

During Deployment & Configuration, Bitdefender will provide effective knowledge transfer and enablement to ensure your staff ensuring has the skills to deal with future security-related situations.

This deployment and configuration is available for 3 up to 5 days, a number of total endpoints/servers/security virtual appliances and involves on-site/off site solution guidance and hands-on experience.

Bitdefender deliverables for the Deployment & Configuration package include: deploying the GravityZone product on your infrastructure on an established timeline and for the agreed number of endpoints, configuring the GravityZone product on your infrastructure to accommodate your needs and requirements, validating the GravityZone product installation on your infrastructure for the in-scope deployment.

Product Training

Product Training delivers coaching on a personal level and provides your staff with practical experience in accordance with the role requirements for managing the security system.

Our training program will give your security staff the skills and knowledge to respond to cyber threats to your system's integrity and security that may arise during normal operation.

Training topics cover the following modules:

- GravityZone solutions
- Architecture
- System requirements
- Account types
- Installation
- Configuration
- Tasks
- Policies
- Quarantine
- User accounts
- Basic troubleshooting scenarios
- Best practices

Bitdefender deliverables for the Product Training package include: GravityZone product training sessions - classes are organized for up to 8 attendees and priced by number of seats, GravityZone best practices and educational materials covering the architecture.

Product Health Check

Bitdefender experts make sure that the GravityZone installed environment runs at peak performance so you can focus more on your business, and less on security maintenance.

Under the guidance of a Bitdefender specialist, your team will learn to make simple changes during Product Health Check based on Bitdefender-recommended best practices that will immediately improve performance. The product health check is available for up to 1 day.

Bitdefender deliverables for the Health Check package include: a one-time report - to define and measure GravityZone product installation on your infrastructure, recommendations to achieve better deployment according to Bitdefender best practices and product expertise.

Product Upgrade
(Available for on-premise installations only)

This service, available on request, is recommended for customers with complex deployments who need a major update to the security solution in a sensitive time period and environment.

Bitdefender®

Product Upgrade helps you upgrade smoothly to the latest Gravityzone version, ensuring top security and performance for the deployed security product so your business always overcomes security challenges.

Stay ahead of the competition with the latest security technologies and a security product that is constantly improved for top security and performance.

The current installed version of GravityZone is reviewed and assessed, then upgraded to the latest GravityZone version. The upgrade will consider software requirements, assessment of software upgrade risks, analysis of potential impact to your network and recommendations to best meet your needs and requirements.

Bitdefender deliverables for the Product Upgrade package include: running a GravityZone upgrade assessment during which the current software, hardware and feature requirements are reviewed, analyzing the potential impact of the GravityZone upgrade, running the GravityZone upgrade based on the previous analysis and providing a consolidated report on the upgrade with the changes and improvements

"I have never met such customized services in any provider"

Mike Turbutt, Dotter

Contact us now to get a quota at enterprisesales@bitdefender.com or (+1) 954 300 2674

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