Bitdefender Enterprise Professional Services

Bitdefender Professional Services complement Bitdefender's powerful security solutions and help organizations get the most out of their investment, gain more expertise, improve efficiency, and strengthen their organization security posture and cyber resilience.

Top expertise at your service

An experienced team of security solution engineers will plan, design and install the Bitdefender GravityZone security solution. 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
- Optimization: best practices will be used during configuration to ensure software performs with the highest level of security and efficiency
- Efficient implementation of the GravityZone security solution

Services

Bitdefender Professional Services are available for any type of customers, from small, medium and large enterprises and comprises of:

Enterprise (Remote/Onsite)

- Plan and Design
- Deployment and Configuration
- Health Check
- Product Update

- **Small and Medium Businesses (Remote)**

- Provisioning Pack

To complement our Professional Services, we offer several **Product Education** options that provide your staff with practical experience in accordance with the role requirements for managing the security system.

For Enterprises

Plan and Design

Involves assigning project contacts, establishing project duration, communication channels and availability, technical assessment and infrastructure baseline setup, plan and design report delivery.

Plan and Design Package is divided into two major phases:

1. Assessment and acceptance criteria

Bitdefender experts will help determine customer specific path to successfully architecting, implementing, and operating a virtualized and secure GravityZone environment. Bitdefender's security engineers will work with customer to evaluate current environment from the perspectives of people, process and technology.

Key deliverables include a high-level summary of customer environment's security current state, requirements for solution hosting, key recommendations to ensure scalable optimum performance and minimal risk, an implementation roadmap and a secure virtualization architecture framework.

A 'Statement of Work' lists the requirements to be satisfied, describing the solution, detailing inputs, outputs, compliance requirements report, etc., describing tasks to be completed by Bitdefender and customer, and quoting the expected time to complete the work.

Bitdefender responsibilities
• Will organize a kick-off meeting
• Will create a project roadmap based on the customer project requirements
• Will facilitate meetings with the team members for project sync
• Will work with the customer to evaluate current infrastructure
• Will work with the customer to create the GravityZone design

2. Plan and design phase

Bitdefender seasoned engineers will help customer employ best practices to ensure a successful and secure infrastructure for the newly to-be-deployed Bitdefender product. Using existing data, Bitdefender engineers will create a comprehensive architecture design (physical, virtual and mobile), system scaling, and environment configuration plan in order to ensure effective balance between availability, performance, scalability, security, manageability, cost and compliance to meet customer business objectives.

The plan and design service is intended for customers that already have well-defined Infrastructure, but lack the resources, experience or expertise to develop detailed production ready design specifications.

Deployment and Configuration

Involves installing and configuring GravityZone product on customer endpoints and validating GravityZone solution. The deployment and configuration are limited to a number of endpoints as stated in the Statement of Work.

Through the Bitdefender implementation service, Bitdefender experts will move the customer past plan and design, installing and configuring the Bitdefender environment to support the rigorous requirements of the business applications. Backed by a track record of successful virtualization projects, Bitdefender engineers will utilize best practices to implement the virtualization platform according to customer business needs.

They will also conduct extensive system and QA testing, prior production helping to grow customer team's knowledge while keeping the project on track. Bitdefender will actively work with Customer staff to ensure knowledge transfer and enablement for the entire process. Knowledge transfer is required to ensure a proper hand-over in customer environment. We found that if the customer staff understands the context and purpose, plus all associated information

and data, then they have a better chance of making informed decisions.

The Bitdefender deployment service is ideal for customers who have completed the plan and design process and would benefit from expert guidance throughout the implementation process. Implementation services are limited to a period and number of endpoints.

Bitdefender responsibilities

- Will deploy the GravityZone product on the customer infrastructure within the agreed allocated time and number of endpoints
- Will configure GravityZone product on the customer infrastructure to accommodate the needs and requirements of the customer
- Will validate GravityZone product installation on the customer infrastructure for the in-scope deployment

Health Check

Bitdefender Professional Services engineer checks key indicators of GravityZone health and utilization to determine if the product is maintaining performance expectations based on our recommended best practices. The health check session focuses on identifying potential malfunctioning components, abnormalities and any other performance related issues. Bitdefender engineers will analyze Customer data and provide will provide you with a comprehensive report, including actionable recommendations on how to improve product efficiency.

Bitdefender responsibilities
- One-time report which defines and measures the GravityZone product installation on the customer infrastructure
- Recommendations to achieve increased efficiency parameters according to Bitdefender best practices and product expertise

Product Update

Bitdefender Professional Services engineer provides GravityZone upgrade recommendation based on the target release with a consolidated report on upgrade assessment. The analysis contains an overview of the potential impact to Customer's network and recommendations on Bitdefender GravityZone release that can best meet Customer's requirements.

The scope of this service may vary and be restricted if the required information and documentation are not provided completely.

Bitdefender responsibilities
- Will run a GravityZone upgrade assessment during which will review Customer requirements
- Will analyze the potential impact of the GravityZone upgrade
- Will run the GravityZone upgrade based on previous analysis
- Will provide a consolidated report on the upgrade with the changes and improvements

For Small and Medium Businesses

This Professional Services offering is designed for customers which expect for the GravityZone product to be deployed according to best practices and their team to be being introduced to basic knowledge in order to manage and operate the GravityZone after the installation is completed.

Provisioning Pack (remote)

This is a remote service delivered in English that helps your organization to make the best use of Bitdefender GravityZone centralized management console by applying our best practices and optimal settings. It covers the transition to Bitdefender GravityZone with an array of services which include planning, deployment, installation assistance.

Availability

This service is available in 3 formats: 8 hours, 4 hours and 2 hours. This way we ensure that each organization can choose the right level of service that better suits their needs.

Bitdefender responsibilities
• Will deploy the GravityZone product on the customer infrastructure
• Will setup user management and credentials
• Will validate GravityZone product installation on the customer infrastructure for the in-scope deployment

Product Education

The Education Services for GravityZone customers offer both online training and instructor-led training sessions.

The training classes are the ideal choice when you need comprehensive coverage of GravityZone installation, administration, performance and optimization. During the session, users will learn the fundamental and functional feature sets of the Bitdefender GravityZone management console and at the end of the training sessions, the team will be confident in their ability to use the product at its optimum capacity.

Online Training /Basic

• You can get free access to GravityZone product videos at your own pace by taking advantage of our e-learning courses.
• The GravityZone basic course is designed to train administrators to successfully deploy and run basic configuration tasks.
• The course covers all of the GravityZone modules and presents basic instructions including configuring and maintaining a GravityZone environment.
• The short video courses give you the training you need, when you need it.
• Open to all GravityZone customers, the course offers you an overview for the full range of features and how you can use these to get the most out of your product.
• Available modules:
    • Capabilities and Requirements
    • Appliance install and Control Center initial setup
    • Control Center Dashboard and Configuration

- Setup Accounts, Companies, Policies, Reports
- Network, Packages
- Security Server installation and configuration
- Relays
- 3rd party integrations

Classroom/ Advanced

The GravityZone Advanced training sessions represent instructor led classes which are organized with up to 8 attendees and are priced by number of seats.

The classroom trainings performed by Bitdefender professional trainers use a combination of lecture, demonstration, and hands-on knowledge transfer, which ensures an efficient transfer of critical product knowledge to Customer staff. Your enabled IT teams will be prepared for their new everyday tasks by training them in your specific environment.

This course features comprehensive coverage of performance management for GravityZone and details how to improve overall product efficiency. You'll learn through hands-on labs how to monitor system performance as well as performance tuning. The course also explains how to define and manage dashboards, reports, incidents, policies, users, quarantine and 3rd party integrations.

Bitdefender responsibilities

- Will deliver GravityZone product training sessions, based on up mentioned curricula. Classes are organized with up to 8 attendees and are priced by number of seats
- Will deliver GravityZone best practices and architecture understanding curricula

Private (Customized)

Customized training sessions is the perfect choice when you need training content that supports your business requirements.

We work with your schedule to find optimal dates at the convenience and comfort of your own location, ensuring consistent education across the full team.

A Bitdefender certified Instructor is dedicated to your team and presents training based on your needs and business objectives.

B

Interested in Bitdefender Professional Service?

Contact us at

enterprisesales@bitdefender.com or (+1) 954 300 2674.

Bitdefender®