

Sophos Data Protection Professional Services

Once you've made the investment needed to safeguard your business, the Professional Services team at Sophos can help you maximize the value of that investment and ensure that your information is protected and secure.

No two organizations are alike. From the technology infrastructure to the number of offices, data protection requirements vary. Through a variety of service offerings, Sophos ensures that your SafeGuard Enterprise solution meets your unique needs, works with your existing IT infrastructure and provides comprehensive security coverage.

And with data security professionals, the Sophos service team leverages proven methodologies to help you develop—and implement—the right deployment strategy for your business.

With Sophos Professional Services, you can:

- Benefit from decades of experience and proven best practices
- Address unique business processes and execution requirements
- Minimize the risk associated with complex implementations
- Speed time-to-value of new technologies and accelerate implementation schedules
- Meet immediate and long-term security and compliance objectives
- Integrate with existing IT solutions—including mixed environments—for seamless operations

Service Offerings

Sophos offers three levels of implementation support: QuickStart for SafeGuard Enterprise, Remote Install for SafeGuard Enterprise, and Customized SafeGuard Enterprise Implementation and Integration. We also provide education services that can be customized to meet your needs.

QuickStart for SafeGuard Enterprise

Sophos QuickStart engagements help organizations begin a SafeGuard Enterprise rollout by implementing a localized proof of concept that can then be replicated throughout the organization. Each QuickStart engagement begins with a thorough understanding of your business requirements, and each phase of the program is completed with your end goal in mind.

Our four-day program enables organizations to get up and running on SafeGuard Enterprise quickly, and includes:

Phase I: Define deployment strategy and develop implementation plan

With information about your organization and IT environment in hand, we meet with you onsite to review business requirements and your technology infrastructure. We examine your organization's security requirements and map them to the policies within the software. At the end of Phase I, we will have developed a comprehensive deployment strategy for the proof of concept and are prepared to begin the implementation.

Contact Sophos Professional Services today

The Sophos Professional Services team can help you further mitigate your risk by ensuring a fast and successful implementation. By providing strategic consultation, technical expertise and best-practice driven experience, our experts help you maximize the value of your Sophos solution investment.

Contact your local Sophos sales representative for more information.

Phase II: Implement back end and front end

After a cursory inspection of the IT environment, we begin the implementation by setting up the software back end, which includes the SafeGuard Enterprise Management Console, the database and web services. After the back-end components are operational, our team begins configuring the clients and establishing the communication network.

Phase III: Fine-tune and conduct knowledge transfer

Once all the components have been installed, we make sure the proof of concept is operational and fully tested. Throughout our time at your site, we work shoulder-to-shoulder with your technical team, providing seamless knowledge transfer and real-time guidance and instruction. Afterward, we provide additional hands-on training to ensure that your technical team is comfortable and confident in the ongoing management and rollout of Sophos software.

With Sophos SafeGuard Enterprise QuickStart, organizations will benefit from:

- Proven methodologies and best practices
- Business, technology and security expertise
- A documented deployment strategy
- A single point of contact for project coordination and status reports
- Seamless real-time knowledge transfer
- Tailored, hands-on training
- An installation guide tailored to your unique environment

Remote Install for SafeGuard Enterprise

Not all organizations have the budget or need for onsite support. For those businesses, we offer a unique four-hour remote installation service that helps kick-start your SafeGuard Enterprise implementation. With it, you have access to the same seasoned service professionals who deliver onsite services, yet they work remotely to implement SafeGuard Enterprise. They use secure, advanced technology to gain remote control access to your IT systems, so they can install and configure the back-end environment, which includes the SafeGuard Enterprise Management Console, the database and web services, and a designated number of clients. What's more, they will test the software and work to ensure the communication network is functioning properly.

As the Sophos security specialist is deploying the clients, he or she will instruct your IT project manager on the steps taken over the phone, ensuring a complete knowledge transfer. Once the engagement is complete, your IT project manager will have the ability to successfully deploy the remaining clients.

With Sophos SafeGuard Enterprise Remote Install, organizations will benefit from:

- A fast, cost-effective foundational implementation
- Seasoned security and technology experts
- Seamless real-time knowledge transfer
- An installation guide tailored to your unique environment

Customized SafeGuard Enterprise Implementation and Integration

The Customized SafeGuard Enterprise Implementation and Integration service helps ease the complexities of implementing new software across a global business and IT environment, and helps mitigate business risk by ensuring a fast and successful implementation. As such, it is ideal for those struggling with a complex, global IT environment and limited IT resources, and facing the need to quickly comply with a new regulation or security policy.

We begin this multi-day engagement by evaluating your IT environment and understanding your business needs in order to develop a program that aligns key phases and service deliverables with them. As we design this engagement specifically for you, we tailor everything from the duration and number of service experts required onsite to the status reporting and documentation, ensuring that it meets your organization's unique requirements.

With Sophos Customized SafeGuard Enterprise Implementation and Integration, organizations will benefit from:

- Fully customizable, end-to-end implementation support
- Proven methodologies and best practices
- Business, technology and security expertise
- A documented deployment strategy
- A dedicated project manager and regular status reports
- Dedicated resources for issue management and resolution
- Seamless real-time knowledge transfer
- Customized training curriculum per location and IT environment
- An installation guide tailored to your unique environment

Education services

Sophos offers a wide range of training and knowledge transfer options that can be customized to meet your unique business needs. For those organizations that prefer a "train the trainer" approach, we conduct an intensive session to ensure that your technical team has the knowledge needed to instruct the rest of the organization. Alternatively, we can directly train all groups using the software, based on such roles as help desk staff, administrators and end users. Regardless of approach, we ensure that your organization has the knowledge it needs to seamlessly and successfully roll out, manage and use SafeGuard Enterprise.

SOPHOS
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SERVICES

Technical Support

Professional Services

Technical Training

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