

Managed Services and Residencies

Flexible access to proven skills that minimize your costs and improve security

- ▶ Always have the right security skills on hand despite budget pressures
- ▶ Align security with the growing demands of the business
- ▶ Keep best practice and cost control expertise on your virtual security team
- ▶ Protect your ability to maintain the security levels you need
- ▶ Balance the security expertise you need over the right period of time

IT leaders are under pressure to hire and retain the skills and resources they need to protect data and networks. But there are drawbacks to hiring full-time or temporary staff, or outsourcing services. How do you apply best practices and minimize costs, yet maintain control and accountability? Managed Services and Residencies from Sophos could be your best solution.

What you get

- › Deployment configuration and migration assistance
- › Infrastructure improvement
- › Security and console monitoring
- › Security reporting
- › Custom documentation and training

Flexible professional assistance for the short-term, or ongoing

Managed Services and Residencies are as flexible as you need. Some companies require only short-term services, where we supply expertise and experience in technology, architecture design and system operation. Other organizations customize a Sophos engagement that calls for us to optimize and implement security processes. We offer three types of engagements.

Managed Services Benefit from the addition of outside perspective and oversight in a longer-term engagement.

Transitional Residencies Leverage short-term security resources during the implementation of new processes or technology.

Operational Residencies Add a security specialist to your team for administrator, consultant or project lead expertise.

For more information

Visit sophos.com/support to learn how we can help your organization.

Managed Services constantly monitor and optimize your security resources

We help you manage the IT security infrastructure following best practices. Typically six months or longer, this type of engagement includes a Sophos consultant who resides at your site. This expert will be your single point of contact to administer specific parts of your security solution.

Keep security policies current Minimize the risk of bypassing mandated security measures.

Recommend best practices Your resident consultant will monitor and give feedback on how your company deploys its security resources.

Continuous oversight We help to continuously optimize your use of security resources with ongoing analysis, evaluation and reports on your Sophos infrastructure.

Skilled security resources Managed expertise for security programs and initiatives.

Transitional Residencies provide assistance through major changes

After implementation, you will have periods where your security team focuses on configuration, migration of company assets to Sophos technology and new process deployment. Transitional Residencies provide the security resources that help you succeed with these challenges.

Short-term or part-time Skilled consultants help guide your deployment.

Educate administrators and users We deliver customized training for end users and operations staff, particularly during a shift to Sophos technology.

Manage your infrastructure Post-transition, we help with ongoing management of your overall security infrastructure as your team gains expertise.

Operational Residencies fill any project or knowledge gap

Operational Residencies place whatever type of specialist you need on your staff. Our operational residents often fill roles such as security administrator, consultant and project lead. We work remotely or at your site, depending on your requirements.

Targeted skills We bring specific capabilities to augment your security team.

Ongoing assistance after transitions We help to progressively improve processes, policies and procedures.

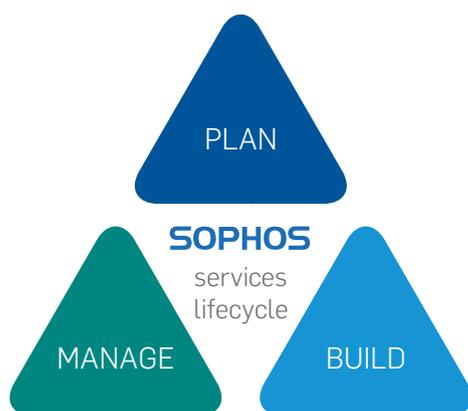
Focused training We provide customized documentation and knowledge transfer.

PROJECT OVERSIGHT



Proven ITIL-based methodology

We apply a comprehensive, ITIL-based methodology and proven tools to every engagement. You receive not only the best expertise, but the best practices to help you deploy and use your Sophos software.



Get more out of your software— from planning to operation

Sophos Professional Services support the lifecycle of Sophos software—from planning and implementation to ongoing operation of the system.

Managed Services and Residencies give you cost-effective access to the skills and resources you need to plan, build and manage your Sophos software. Whether you need to create a new system or connect to existing security, we apply best practices to help you meet your information and network security needs.

For more information

Visit sophos.com/support to learn how we can help your organization.

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