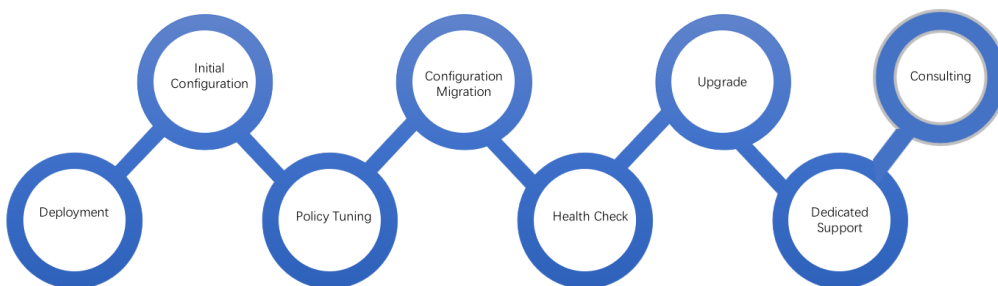# NSFOCUS

NSFOCUS PS

NSFOCUS PROFESSIONAL SERVICES

Overview

Combatting next-gen cyber-attacks demands state-of-the-art security technologies. But whether your security is in-house or managed, how do you know these complex technologies are protecting you as efficiently and effectively as they should? Security policies and operations should be audited regularly to ensure no blind spots in your security architecture.

NSFOCUS Professional Services are premium technical support offerings, aimed at making your security smart and simple by working with you to evaluate system effectiveness, security policy implementation, security operations and other advanced requirements you have. These services ensure your NSFOCUS ADS, WAF, WVSS, and other NSFOCUS systems are operating at peak efficiency and effectiveness with minimal false positives or downtime. Whether you are a T-2 service provider, T-3 data center, enterprise, or SMB, you will find a professional service that meets your requirements and budget. More importantly, by getting regular system tune-ups, you can increase the lifespan and thus, the ROI of your security investment.

NSFOCUS Professional Service Offerings

Deployment

NSFOCUS's experienced technical engineers work with you to tailor a deployment solution that best fits your environment's unique requirements. NSFOCUS has vast experience deploying across a variety of verticals such as government, healthcare, BFSI and e-commerce. NSFOCUS customers include 4 of the 5 largest banks worldwide and 6 of top 10 telcos in the Fortune Global 500.

Initial Configuration

NSFOCUS's experienced technical engineers inspect the security architecture and the current deployment, examine configurations with best practices, and provide optimization recommendations to improve your system's efficiency, reduce risks of false positives and negatives, and ensure reliability and stability.

KEY BENEFITS

Improved ROI and minimal system downtime

Multi-Vendor competency and advanced installation capabilities

Service plans that fit any organization's budget

Flat pricing for most services
Tailored Professional Services specific to the organization and environment.

Experts behind Giants
Experienced experts holding security certificates such as CNVD, CCIE, Security+, CISSP, OSCP, CCSC, CCSP, CISSE, and CCSRP, and in-depth knowledge of security frameworks and regulations like NIST, ISO, and GDPR.

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Policy Tuning

The Policy Tuning service is delivered by experienced NSFOCUS security experts who have in-depth knowledge about NSFOCUS products. They evaluate your network environment, your requirements, security incidents you encountered and security logs in your security products, guide you with an action plan, and help you ward off cyber threats with tuned protection policies and achieve your business goals.

Configuration Migration

The Configuration Migration service ensures that your configurations can be migrated to other devices quickly and correctly. It is not limited to migration between NSFOCUS's security products but also NSFOCUS's and other vendors'. It offers customers a lifecycle service from pre-assessment of a tech refresh, implementation planning, quality assurance, execution, monitoring, to reports.

Heath Check

Ensuring your security architecture is operating correctly and efficiently is not always easy. It is even more difficult if an organization does not have the expertise or resources to do so. Are suboptimal security policies implemented? Are system resources maxing out? Is there potential for malicious traffic to infiltrate your network? NSFOCUS offers annual and semi-annual health check services to reduce the likelihood of mitigation service downtime or defense failure. NSFOCUS Professional Services will proactively check device performance, validate system and policy configurations and parameters, and look for early signs of required maintenance. The Health Check service also gives customers complete visibility into their security infrastructure's operational flow, processes, and recommendations for better remediation.

Upgrade

With the Upgrade Pro Service, customers enjoy cradle-to-grave support on upgrading NSFOCUS products, including system backups, business continuity planning and execution, and post-upgrade monitoring.

Dedicated Support Engineer

Having a Dedicated Support Engineer (DSE) makes you an NSFOCUS Customer Care VIP. You no longer need to call or email the general Customer Care helpdesk. A technical support engineer with a deep understanding of the products installed in your environment works directly with you, either remotely or on-site. The DSE service includes dedicated single-point-of-contact, quick response SLAs, most of the Professional Services offerings, and on-site support for critical projects.

Consulting

The consultation advice can be important when customers are at the turning point of technology evolution and business transformation. NSFOCUS Experienced Engineers are time-proven security and network experts. Lessons learned and Operation & Maintenance best practice sharing could also inject impulse into customers' own team.

Service Type and Features of Nsfocus Professional Services

SERVICE SCOPE	FEATURES	NSFOCUS PROFESSIONAL SERVICE
DEPLOYMENT	Planning and Design	√
	Deploy	√
INITIAL CONFIGURATION	Requirement Analysis	√
	Best Practices Delivery	√
POLICY TUNING	Configuration Verification	√
	Incidents Analysis	√
	Log Analysis	√
	Policy Tuning	√
CONFIGURATION MIGRATION	Requirement Analysis	√
	Configuration Export & Import	√
HEALTH CHECK	Health Check Planning	√
	Implementation and Report	√
UPGRADE	Upgrade Implementation	√
	Monitoring	√
DEDICATED SUPPORT	Single Point of Contact	√
	Fast Response Time	√
CONSULTING	Expert advice in Optimization	√
	Security Technical Consulting	√