

# KASPERSKY PROFESSIONAL SERVICES

*Extract maximum benefit from Kaspersky Lab products*

Cybersecurity is a big investment. Get the most out of it by engaging with experts who understand exactly how you can optimize your investment to meet the unique requirements of your company.

Kaspersky Professional Services enable you to do just that. Accelerate, optimize and customize your Kaspersky Lab solution to meet the best cybersecurity practices for your enterprise by working with our product expert teams.

## ADVANTAGE

### Take Advantage Of Proven Expertise And Resources

Your IT administrators may be professionals, but they're not product experts and it's unfair to expect them to be – they're already onboarding new staff, managing hardware and software issues, dealing with BYOD, troubleshooting, supporting to multiple environments and locations, grappling with integration.... it's a long list of tasks taking up all your existing resources.

By providing a personalized service engagement from specialized engineers who are product experts, Kaspersky Professional Services (KPS) ensure our customers derive maximum value from our solutions. Costs and complexity are minimized, the customer learning curve is shortened and the risks associated with their lack of security knowledge reduced. KPS also accelerate roll-outs by implementing proven best practice methodologies developed by highly experienced professionals based on numerous customer service engagements.

Designed specifically for Kaspersky Lab products – Kaspersky Endpoint Security, Kaspersky Security for Virtualization, Kaspersky Security Center and Mobile Device Management – KPS include an evaluation service delivery period (typically between three and five days) and can be delivered onsite and/or remotely, depending on customer requirements.

## SERVICES

### Kaspersky Professional Services comprises:

- New Startup service
- Upgrade service
- Health Check service
- Configuration service
- Consultancy service

## NEW STARTUP

An organization's IT managers may know their infrastructure inside out, but they are unlikely to immediately understand how Kaspersky Lab products integrate into their particular systems and environment. Our product experts provide new startup service and support to ensure that customers understand and use the features appropriately according to their set-up and according to their needs. – avoid high load on the network (especially for critical services, server overload, application interruption, and so on.

## UPGRADE

### **Upgrade Service: Making Improvements Seamless.**

Whether it's hardware, software or firmware, upgrades are seldom as seamless as they should be. One size fits all? No such thing. Customization? Can be tricky in an enterprise. Integration with third-party solutions? A potential IT nightmare. Upgrades designed to improve efficiency and productivity can often have the opposite effect: problems with performance, operational challenges and compatibility issues with third-party products.

Kaspersky Lab's Upgrade Service provides customers with additional technical assistance and support when implementing a Kaspersky Lab product upgrade project, ensuring a seamless and trouble-free upgrade.

## HEALTH CHECK

### **Health Check Service: Making Safe Even Safer**

Following a complete audit of customer product settings and network environment – conducted remotely or on-site – our experts generate a comprehensive report with actionable recommendations – including a detailed report and recommendations on how to improve security and/or systems management efficiency. This enables a solution rollout that's optimized for the customer's specific environment and systems.

## OUR RELATIONSHIP STARTS NOW

However you decide to access KPS (remotely and/or on-site), and whichever elements you choose, our product experts will ensure that you operate according to best practices, have optimal settings and make the best use of Kaspersky Lab's centralized management software. By providing you with the specific, expert knowledge you need, your Kaspersky Lab solutions will be optimized, disruption will be minimal and your security will be enhanced.

## MAINTENANCE SERVICE AGREEMENT

Kaspersky Professional Services are just the beginning. When a security issue affects your IT infrastructure, you need it resolved quickly and without having to redirect your own IT team from other important tasks. You need access to the security experts who know how to resolve your issues quickly, safely and effectively. This is what the Kaspersky Maintenance Service Agreement (MSA) provides. MSA offers a choice of premium support programs that treat your IT security issues as top priority and helps keep your business running smoothly.

## CONFIGURATION

### **Configuration Service: Achieving Consistency**

IT administrators face significant, ongoing challenges when it comes to managing device configurations, implementing changes and ensuring compliance. The majority of configuration changes are repetitive tasks and even the most skilled network administrators spend a significant amount of their time configuring devices – not a cost-effective or efficient use of their time.

After carrying out a comprehensive assessment of a customer's specific requirements, security policies and environmental analysis, Kaspersky Lab's experts provide a set of recommendations on the best way to achieve the most effective configuration and policy settings.

## CONSULTANCY

### **Consultancy Service: Removing Barriers To Business Growth**

Multiple enterprise technologies provide a convenient support network of attack vectors: mobile devices, web applications, portable storage, virtualization, cloud-based technologies all present a window of opportunity to cybercriminals that traditional 'prevent and block' security alone cannot answer. But you don't want to give up the benefits of those technologies – and you don't have to.

By providing a customized service, the Kaspersky Lab Consultancy Service – which may include best practice, advice, specific, targeted training and education – ensures that your response to change and transition is smooth, effective and doesn't cause undue interruption to business operations. This includes a full troubleshooting service.