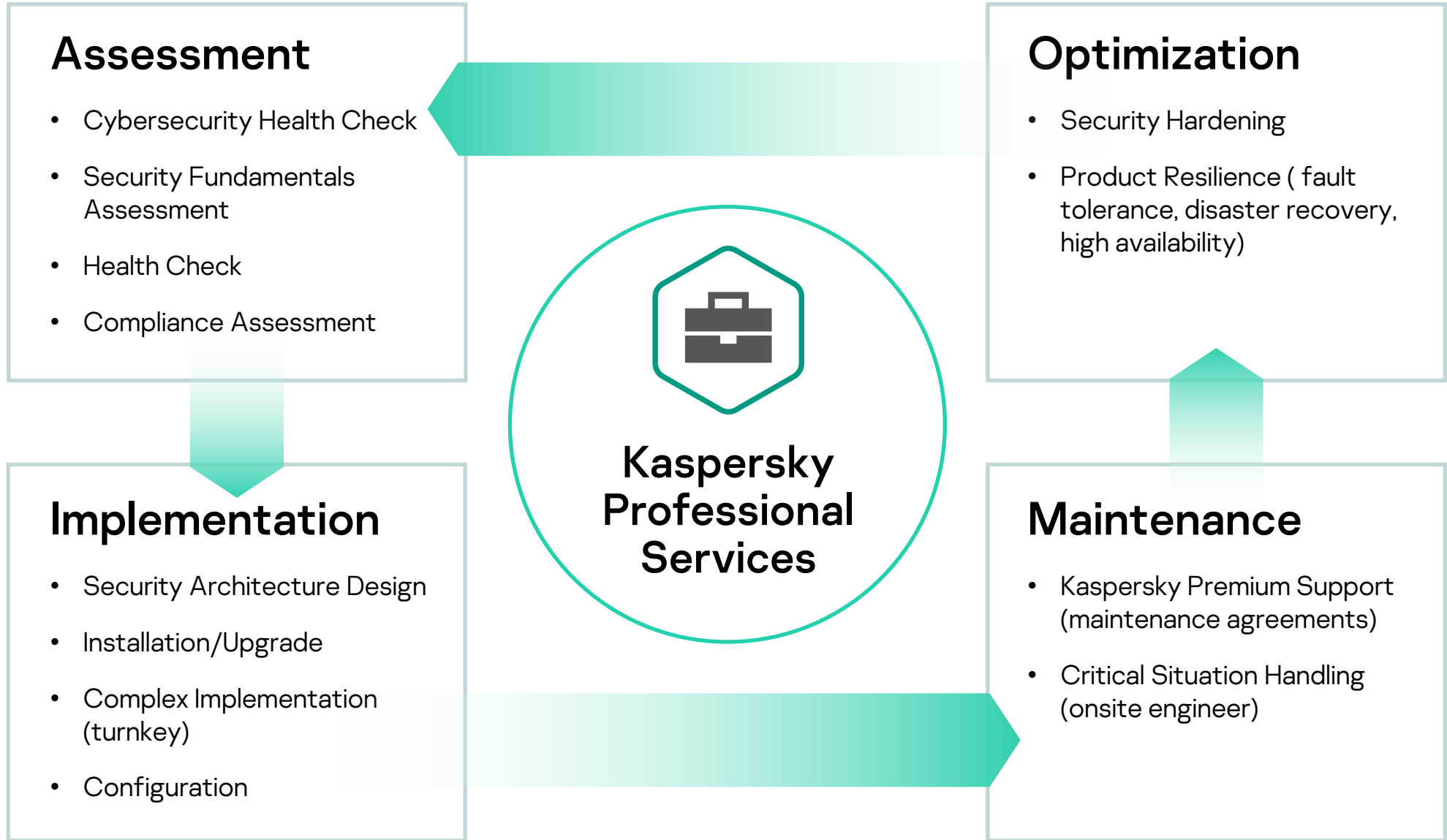# kaspersky

Kaspersky Professional Services

Extracting maximum benefit from your Kaspersky products

Maximize your return by engaging with experts who understand exactly how you can optimize your investment to meet the unique needs of your organization.

Through Kaspersky Professional Services, we can help you:

- **Minimize your security risk**
  You can be sure that your Kaspersky products are implemented correctly and optimally to your security needs, however complex or demanding.

- **Maximize the return on your investment**
  Our product experts will help get the most value from your Kaspersky products, ensuring 100% performance efficiency, right from day one.

- **Minimize the strain on your resources**
  We'll provide all the proven expertise and technical support required, putting less demands on hard-pressed IT admin teams.

- **Respond fast to new security threats**
  Look to us for the fast resolution of any issues arising, and recommendations on how to protect against new threats specific to your organization and infrastructure.

Our services

Assessment

- Cybersecurity Health Check
- Security Fundamentals Assessment
- Health Check
- Compliance Assessment

Optimization

- Security Hardening
- Product Resilience (fault tolerance, disaster recovery, high availability)

Kaspersky Professional Services

Implementation

- Security Architecture Design
- Installation/Upgrade
- Complex Implementation (turnkey)
- Configuration

Maintenance

- Kaspersky Premium Support (maintenance agreements)
- Critical Situation Handling (onsite engineer)

We offer a full range of services covering the complete product cycle, from assessment through implementation to maintenance and optimization

However complex and diverse your IT infrastructure, however specialized or rigorous your security demands, whether you're looking for advice and recommendations or for a complete turnkey service, we'll deliver for you.

Each service group complements and extends the previous one. The services are grouped in such a way that after starting with one service from any group, you can extend it with another from the next group.

Assessment services include checking your infrastructure and/or settings of the existing Kaspersky product(s). These can then be supplemented with **Implementation** services, which include product deployment/ update/ configuration or migration from competing products. This is followed by the product use phase, where you are offered **Maintenance** services: premium support and emergency assistance. If you require additional specific product configuration, **Optimization** services will be helpful, possibly to be extended with Assessment services after some time. Technical support experts will check that the configured products continue to function smoothly, and whether Kaspersky products need to be installed or updated.

These professional services form a closed loop, ensuring that customers derive maximum benefit from using Kaspersky products.

Right for you if:

You want to assess the effectiveness of your current security approach and infrastructure, in line with best practices.

NB: This service is available to any organization, whether or not you use Kaspersky security products.

This service includes:

A core cybersecurity assessment based on a number of typical security issues in IT environments, including:

- Identifying key security roles (through interviews)

- A review of your physical security (according to a predefined checklist)

- A network protection review

- Discovery and review of typical flaws in your IT security system

Delivery mode: remotely or at the customer's premises, as appropriate

Outcome and deliverables

You'll receive a report detailing the investigation, highlighting any security issues uncovered in your organization together with our recommendations based on industry security standards.

As a result, you'll get a clear, accurate picture of how well prepared your organization is to handle the most common cyberattacks and security threats.

Right for you if:

You need to be sure that levels of information security in your infrastructure and organization meet with IT security standards.

This service includes:

- Assessment of your information security assets

- IT systems audit

- Team assessment and identification of any skills gaps

- Risk assessment

- Recommendations on fixing any security risks revealed, and on any additional security implementation required

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverables

You'll receive a report outlining our investigations and possible IT security risk zones revealed, with specific recommendations on anti-threat protection.

This will give you a complete objective picture of your current information security status, and what should be done in order to meet industry standards.

We can, if you wish, offer further services geared to implementing these recommendations.

Kaspersky Professional Services

Right for you if:

You want to ensure that the Kaspersky solution already at work in your network environment is delivering the best possible performance for you.

This service includes:

- Complete audit and health check of your Kaspersky infrastructure

- Analysis of your policies, group tasks and thresholds, ensuring that all settings are optimized in line with best practices

- Identification of any current and potential issues relating to Kaspersky products in your environment

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverables

You'll receive a comprehensive report with our findings and recommendations for improvements, including instructions on how to optimize product performance and resolve any hidden problems.

Once these recommendations and instructions are implemented, you'll know that your infrastructure is enjoying the maximum security benefits from your Kaspersky products.

Recommendations can be implemented through our Configuration Service if required.

Kaspersky Professional Services

Right for you if:

Your organization is required to operate in compliance with specific information security regulations.

This service includes:

- Regulations analysis

- Audit of current product settings

- The provision of a report:

  - identifying and detailing any settings not compliant with the relevant regulations

  - recommending how these non-compliances can be eliminated

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverables

You'll receive Compliance Audit Report including our recommendations for changes to product settings in order to eliminate non-compliance.

Through following the recommendations provided, all non-compliances can be fully eliminated.

NB: Compliance will be checked for Kaspersky products

Right for you if:

You operate a complex enterprise IT infrastructure and want to be sure your security installation will be optimally designed, taking into account your specific needs.

This service includes:

- Full analysis of your IT infrastructure

- Development of the optimal security design to meet your organization's infrastructure and security needs

- Development of recommendations for product configuration

- Development of an Implementation Guide, if required

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverables

We'll provide our security architecture design, together with product setting recommendations, ready for implementation yourselves or through our Configuration Service.

The resulting security installation will be designed by experts to meet your specific needs, delivering optimum protection throughout your infrastructure and maximizing your ROI.

A detailed Implementation Guide can be provided if required.

Right for you if:

You're looking for efficient and practical assistance with Kaspersky product deployment, migration or software upgrades.

This service includes:

- Design recommendations for optimum deployment, based on your security policies and an analysis of your infrastructure and environment

- Uninstalling previous 3rd party products or Kaspersky product versions

- Demonstrating installation and configuration, product features and normal operations to your team

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverables

Your new or upgraded security solution will be installed and configured seamlessly according to Kaspersky best practices, with the minimum disruption or involvement on your part.

An Installation Guide can be provided if required.

Kaspersky Professional Services

Right for you if:

You will be running complex Kaspersky security solutions, including specialized products, like Kaspersky Anti Targeted Attack or Kaspersky Private Security Network, that are part of our Expert Security, and want to guarantee correct and optimized product functioning. Can be provided as a complete turnkey service, if required.

This service includes:

- IT infrastructure analysis
- Development of optimal security design
- Implementation, integration and configuration of expert products

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverables

Your expert security products will be optimally implemented and configured to work as a single integrated security ecosystem.

An Implementation Guide can also be provided if required.

Right for you if:

You'd benefit from the direct involvement of a Kaspersky Technical Support Engineer in implementing best practices or recommended settings for the Kaspersky Products installed in your infrastructure.

This service includes:

- Comprehensive assessment of your specific requirements, security policies and environment

- Configuration of by our Engineer of your product in accordance with your requirements

- Testing and demonstration of the final configuration

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverables

Your product will be fully configured for optimum security performance, in line with your needs and Kaspersky best practices.

Recommendations can also be provided on the most effective configuration and policy settings.

Our Configuration service is ideal for implementing recommendations provided by other services e.g. Health Check, Product Tune-up.

Kaspersky Professional Services

Right for you if:

You need immediate access, at any time, to security experts who know the quickest, safest and most effective way to resolve your security issues.

Depending on the level of premium support selected, this service includes:

- 24x7x365 access to our dedicated priority support line with a guaranteed response time

- Patches developed by our experts to remedy issues affecting the operation of Kaspersky products in your specific IT environment.

- A Dedicated Technical Account Manager authorised to mobilize any Kaspersky expert directly on your behalf

Delivery mode: remotely or on customer premises, as appropriate

- Access to our security and engineering experts, including specialists in product support, anti-malware research, content filtering research, product development and update release.

Outcome

Issues are eliminated before they emerge, business continuity is ensured, and the cost of a security incident is reduced.

Right for you if:

You're faced with a specific issue relating to your Kaspersky security, which requires swift and comprehensive on-site troubleshooting.

This service includes:

- Localizing the issue

- Log collection

- Qualified error cause analysis

- Taking other hands-on steps necessary in order to identify and remediate the issue at speed

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverable

The issue is localized and eliminated swiftly and effectively by us, with minimal downtime or disruption.

We'll also provide written recommendations on how such problems can be avoided in future, if applicable.

Right for you if:

You're looking to further improve your security levels, by rendering any attempt at unauthorized systems access or penetration prohibitively costly and impractical for the attacker.

This service includes:

- Analysis of your distinctive security requirements

- Analysis of potential attack vectors

- Recommendations on how to meet your specific security requirements

Delivery mode: remotely or on customer premises, as appropriate

Outcome and deliverable

You'll receive a comprehensive report giving the product settings recommended to harden your security.

Armed with this report, you'll be able to implement more granular controls and significantly increase your security levels, with no further software or hardware investment.

Right for you if:

You have specific or unusual product configuration requirements. This could include **security systems fault tolerance, high availability,** or **disaster recovery planning advice and support.**

This service includes:

- Analysis of your specific requirements

- Analysis of your current security architecture and settings

- Recommendation on how to meet these security requirements

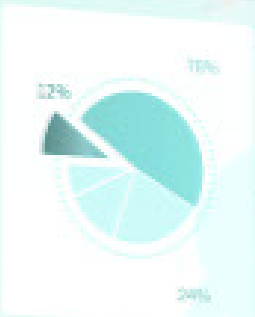**Delivery mode:** remotely or on customer premises, as appropriate

Outcome and deliverable

You'll receive a report including product settings recommended to meet your specific requirements, giving you all the information you need to configure or reconfigure your Kaspersky products optimally in order to meet your requirements.

You may choose to implement these recommendations yourself or through our Configuration Service.

Whichever Kaspersky Professional Services you access, our product experts will commit to making sure that you operate according to best practices and optimal settings, and that you're making the best use of Kaspersky's centralized management software.

By providing you with the specific, expert knowledge you need, we can ensure that your Kaspersky solutions will be optimized, disruption will be minimal and your security will be enhanced.

kaspersky