

Exabeam Managed Service

BUSINESS **SOLUTIONS** SHEET

Many organisations who need to effectively maintain solutions that they've deployed into their environment often find that the lack of in-house skills and resources is a major hurdle.

More often than not organisations don't have the dedicated skillset or the day-to-day resources to undertake the ongoing management and support of their solutions 24x7x365. This means that at best they are not effectively managing or optimising their Exabeam environment and at worst they could be leaving themselves open to bigger problems around security and productivity.

Find out how RiverSafe delivers its comprehensive Exabeam Managed Service to help organisations overcome these issues and optimise their Exabeam deployment.

RIVERSAFE
INTEGRITY, INNOVATION, IMPACT

WHY RIVERSAFE?

RiverSafe is a trusted partner for many high-profile technology companies such as Palo Alto Networks, and AWS. Our extensive technology credentials mean we can provide the expertise needed to maximise any investment in order to ensure better, stronger, more reliable solutions. In fact, we have helped some of the UK's largest organisations improve their operations, making them more productive, profitable, and competitive and secure.

Our service can be provided on or offsite depending on the specific requirements of the customer and we can deliver a range of ongoing support activities that we offer on an SLA basis. This includes out of hours on call services, so we can assist with emergencies or unforeseen outages. It also includes regular platform maintenance such as installing patches and updates, backups, health checks and so on.

THE POWER OF OUR SERVICES

Exabeam empowers enterprises to detect, investigate and respond to cyber-attacks more efficiently so their security operations and insider threat teams can work smarter.

With Exabeam, security organisations no longer have to live with excessive logging fees, missed distributed attacks and unknown threats, or manual investigations and remediation. The Exabeam Security Management Platform enables analysts to collect unlimited log data,

use behavioural analytics to detect attacks, and automate incident response, both on-premises or in the cloud.

RiverSafe's Exabeam Managed Service ensures that any company that has deployed Exabeam is managing and optimising it fully. Our Exabeam Managed Service allows organisations to leverage our pool of Exabeam engineers to support their Exabeam platform deployment within their own environment. We utilise industry best practice to deliver a complete and robust service, leveraging our specialist expertise in incident management, problem management, root cause analysis, hotfixes, patches and upgrades and includes professional services for customised or bespoke packages that are shaped to the customer's needs. Our range of key performance indicators (KPIs) ensures that all the critical components of our Exabeam services are monitored in real time for a highly transparent, smooth and thorough service offering.

A RANGE OF SERVICES

Our Exabeam Managed Service includes:

Incident Management – All incidents are logged in the service desk and a unique identification number is generated per incident.

Assigning Priority – All new incidents are given a priority status based on impact and urgency. Incidents are then assigned, assessed, fixed and then closed.

Problem Management – RiverSafe uses its systems and analysis tools to identify patterns in failures, these findings are shared to avoid future incidents.

Root Cause Analysis – RiverSafe can provide information on the probable cause of incidents.

Hotfixes, Patches and Upgrades – Vendors will issue hotfixes, patches and upgrades to their software. RiverSafe reviews these releases, including providing an assessment of how urgently these need to be deployed.

Vendor Escalation – Incidents occasionally arise that require escalation to the vendor. In this situation the client is advised as early as possible before any additional charges may be incurred.

Service Portal – RiverSafe operates an online service portal with current and historic data and access to service reports.

SERVICE LEVEL AGREEMENT

Our services are offered at a fixed cost over one, two, three or five years; longer if you want. We have a priority system for Exabeam support requests with the following categories:

- A P1 incident is defined as a total service outage for Exabeam, where data is no longer searchable

in any way and we offer the following SLA: We will acknowledge and begin investigation of P1 alerts within 15 minutes of receipt.

- A P2 incident is defined as Exabeam is functioning but with limited capability. We offer the following SLA: We will acknowledge P2 alerts within 15 minutes of receipt and begin investigation within 120 minutes.

- A P3 event is a standard request for change from a customer and defined as administrative tasks. We complete these tasks within two business days of receipt of the request.

- A P4 event is defined as any other change request in the scope of service. We will profile the request and if appropriate initiate development within two business days.

PREMIUM OR STANDARD

The matrix lists the services covered by either our Premium or Standard offering.

SERVICE COMPONENT	PREMIUM	STANDARD	RESOURCING SERVICE
Incident Management	✓	✓	
Problem Management	✓	✓	
Change Management	✓		
Remote Monitoring and Alerting	✓		
Root Cause Analysis	✓	✓	
Hotfixes, Patches and Upgrades	✓		
Available 24/7	✓		
Vendor Escalation	✓		
Service Portal	✓	✓	
Service Reporting	✓	✓	
Service Level Agreement	✓	✓	
Professional Services Days (Units)	✓	✓	
Embedded On Site Resource			✓

QUOTE REQUIRE??

ABOUT RIVERSAFE

RiverSafe provides Cyber Security and Analytics services to ensure customers can see and respond to the security threats across their digital enterprise. We enjoy strong partnerships with many market leading vendors enabling us to provide high-value customer solutions. RiverSafe drives innovation for our customers which has enabled us to sustain our continued growth. We have a strong track record of delivering results – largely down to our team of highly experienced consultants with a reputation for delighting customers.

For more information please visit:

www.riversafe.co.uk

WHY RIVERSAFE

Optimising Cyber Security and Analytics. We offer a comprehensive capability to enable our customers to accelerate time to value, de-risk deployment and manage business risks.

- Passionate about customer success
- Flexible, highly skilled resources
- Comprehensive suite of services
- Collaborative
- Proven track record
- Vendor endorsed

We are especially proud to have been voted EMEA Professional Services Partner of the Year three times by Splunk.

RIVERSAFE

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GET IN TOUCH

If you would like to find out more about how RiverSafe can help you please contact us on

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