Sectona Professional Services Package

Sectona's Professional Services Packages are designed to help you achieve value for your investment and maximize success of using Sectona products quickly

Professional services give you access to Sectona expertise throughout your project, providing advice on architecture, build options, application integration, non-functional requirements, testing, and operational best practices.

Outcome based services
We ensure that your business goals are met with services that are tailored to your objectives

Expertise
Our consultants are highly-skilled and rigorously trained in security & infrastructure technologies

Best Practice Driven
We deploy solutions with proven industry best practices to ensure implementation success.

Packages Designed to Optimize

Kickstart

This package is designed for customers who would like to get started with the essentials of Privileged Access Management. It is part of every unit sold and customers are entitled for installation support no matter where licenses are purchased from. Our team is here to help.

- Review and understand current environment
- Installation of Sectona PAM in primary environment
- Enabling access to Resources for guides and manuals
- Creating and enabling access to Sectona Support portal for raising tickets
- Introducing Customer Success lead

Delivery Method – Remote │ Availability Period – 2 Days

Build

With this package, our professional services team will design and configure the privileged access security program in line with best practices to help you strategically build the setup. This package is what most customers can choose to leverage for our design, implementation and configuration services.

- Review and understand current environment
- Perform evaluation, validate pre-requisite availability, gather requirements specific to current environment and scope essential use-cases
- Design and finalize optimal architecture for deployment Installation of Sectona PAM in primary environment
- Configuration and integration with Active Directory or
- leveraging local directory store for user authentication Configuration of multi-factor authentication from the
- available and supported options Create asset groups and onboard up to 50 IT assets
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- Create user groups and onboard up to 10 named users
- Onboard privileged accounts and define password management policies
- Enable and configure session recording policies across users and assets onboarded
- Review and plan HA, if needed
- Conduct UAT and plan for support handover
- Enabling access to Sectona Resources for guides and manuals
- Creating and enabling access to Sectona Support portal

Delivery Method – Remote and Onsite │ Availability Period – up to 20 Days

Custom

In addition to the Build package, customers can opt to leverage additional services for customizations and specific needs outside of the Build scope. This package is suited for customers looking for additional services around connector developments, deep integrations with API & SDKs of our product.

- Review and understand current environment
- Perform evaluation, validate pre-requisite availability, gather requirements specific to current environment and scope essential use-cases
- Review and identify customization needs including connector developments, enterprise integrations for applications not available out-of-the-box and multi-site deployments
- Plan and establish timeline for customizations needed
- Design and finalize optimal architecture for deployment Installation of Sectona PAM in primary environment
- Configuration and integration with Active Directory or
- leveraging local directory store for user authentication Configuration of multi-factor authentication from the
- available and supported options

- Create asset groups and onboard up to 50 IT assets
- Create user groups and onboard up to 10 named users
- Onboard privileged accounts and define password management policies
- Enable and configure session recording policies across users and assets onboarded
- Review and plan HA, if needed
- Configure customization as per scope defined
- Conduct UAT and plan for support handover
- Enabling access to Sectona Resources for guides and manuals
- Creating and enabling access to Sectona Support portal

Delivery Method – Remote | Availability Period – Varies based on customization scope

Manage

Post deployment and Go-Live of your PAM project, you can leverage our dedicated support for managing ongoing operations for a minimum tenure of 3 months. This package is suited for customers who prefer our expertise to manage ongoing operations and support activities in your environment.

- Maintain and manage the PAM solution daily
- Provide dedicated business hour operational support on an ongoing and continuous basis
- Own and raise priority issues with the Sectona team for quick resolution, as needed
- Enable training for customer users, as needed
- Perform periodic health check to ensure optimal adoption of solution

Delivery Method – Remote and Onsite | Availability Period – Minimum of 3 months extendable up to 1 year

Our objective is to help you unlock the full potential of your investment, no matter what stage of the project you are in.