

Managed Services and Residencies

Access proven skills to improve efficiencies and increase security

IT executives are challenged to better align their information security with the growing demands of the business. Unfortunately, annual budget pressures and constant technology change make it harder for organizations like yours to secure and retain the skills and resources needed to accomplish this. Adding headcount, insourcing and outsourcing alternatives, all raise concerns regarding the ability to use best practices, minimize costs, maintain control and accountability, and achieve required protection levels. In response, many companies are looking for innovative solutions that deliver the security skills precisely matched to their environment. Sophos Professional Services Managed Services and Residencies provide the right balance of security expertise, level of assistance, and service duration these companies need.

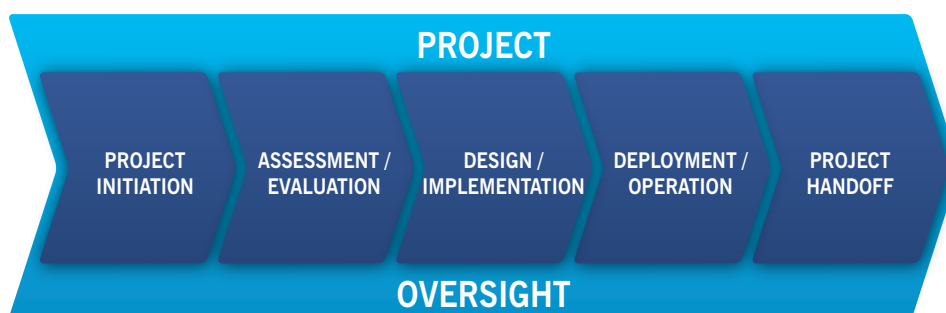
Service Overview

Sophos Professional Services – Managed Services and Residencies range from short-term services delivering technological, operational, architectural, and support expertise and experience to customized engagements that optimize and implement specific security processes and operations. Sophos Consultants can manage some or all of your security assets, and offer flexible onsite and remote delivery options depending on your requirements. Sophos Resident Consultants focus on delivering the level of assistance, the skills/knowledge, and the engagement duration you require. Sophos Professional Services – Managed Services and Residencies include the following offerings:

- **Managed Services**
- **Transitional Residencies**
- **Operational Residencies**

Proven ITIL-based methodology

Sophos Professional Services consultants use a comprehensive, ITIL-based delivery methodology for every engagement. This provides a consistent approach and proven tools to help you with the deployment and operation of your Sophos security software.



Tasks Delivered

- » Security & console monitoring
- » Security reporting
- » Deployment support
- » Configuration and migration services
- » Infrastructure improvement
- » Customized documentation
- » Customized knowledge transfer

Benefits

- » Improve operational efficiency
- » Speed return on security solutions and investments
- » Close staff, skill, or experience gaps without additional headcount
- » Expand management and personalized support
- » Maintain full operational control
- » Increase internal customer satisfaction

Service Description

Managed Services

Managed Services provide the security resources you need for the management of your IT security infrastructure including comprehensive best practice expertise and ongoing operational assistance. Typically six months or longer in duration, this engagement provides a Sophos Consultant as a single point of contact to administer elements of your Sophos security solution – as comprehensively as required. These resident consultants help minimize the risk of bypassing mandated security solutions through constant monitoring and reporting and optimize the way the security resources are deployed to maximize the overall security effectiveness. Managed Services can help address specific tasks including:

- Providing managed expertise for security & console monitoring
- Providing on-going analysis and reporting on your Sophos infrastructure

Transitional Residencies

Transitional Residencies provide the security resources you need for post-implementation security infrastructure management and knowledge transfer typically during the development and implementation of new processes. Depending on your needs, Sophos Consultants provide either short-term or part-time assistance with the configuration and migration of company assets and resources to Sophos technology and facilitate change. Transitional Residencies can help address specific tasks including:

- On-going deployment management including configuration and migration services
- Customized knowledge transfer training sessions for end-users & operations

Operational Residencies

Operational Residencies place a particular type of specialist on your staff, usually for three months or longer. Sophos Operational Residencies are targeted for such roles as Security Administrators, consultants and project leads. Operational Residents have the skills and experience to quickly assist your IT staff and deliver value in their specific roles. Operational Residencies can help address specific tasks including:

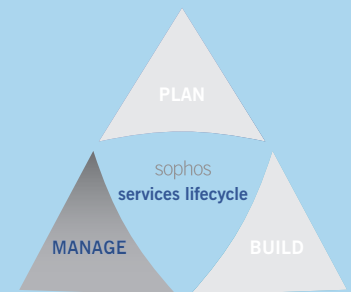
- Infrastructure improvement best practice expertise and ongoing assistance with processes, policies, and procedures; remote or onsite
- Customized documentation for your Sophos solutions
- Customized knowledge transfer training sessions for end-users & operations

For more information

To learn more about how Sophos Professional Services – Managed Services and Residencies can help your organization contact your Sophos representative or visit us at: <http://www.sophos.com/support/services/proservices.html>.

Maximize ROI throughout the Sophos services lifecycle

Managed Services and Residencies is one of the service offerings available from Sophos' Professional Services that help support the services lifecycle of Sophos software — from planning and implementation to ongoing operation of the system



Sophos Professional Services - Managed Services and Residencies provide cost-effective access to the skills and resources you need to plan, build and manage your Sophos software. Whether you need to create a new system or connect to existing security, we apply best practices to help you meet your information and network security needs.

Sophos enables enterprises worldwide to secure and control their IT infrastructures. Trusted by more than 100 million users and endorsed by industry analysts as a leader, Sophos provides a full range of endpoint, encryption, and gateway solutions that are simple to deploy, manage and use. With Sophos, you'll have the best protection against today's complex, blended threats.