

Professional Services

Improve Security Outcomes

Bitdefender Professional Services offer organizations the option to gain more expertise, improve efficiency and strengthen their organizational security posture and cyber resilience.

We offer Bitdefender Professional Services backed by our security professionals to quickly and efficiently get your Bitdefender solution up and running while protecting your business environment.

This service is designed for small to large organizations looking for an experienced team of security solution engineers who will plan, design and install Bitdefender GravityZone security solutions to address organizations' immediate security needs.

We Provide:

- **Deep Cybersecurity Expertise:** Our team of security solution engineers will help you install your Bitdefender GravityZone security solution.
- **Improved Efficiency:** Best-practices protocol is used during configuration to ensure software performs with the highest level of security and efficiency, leading to less support requests and less time lost in the case of an attack.
- **Security Posture and Cyber Resilience:** We maintain your security posture and cyber resilience by offering the best Bitdefender GravityZone security solutions with the best expertise - as a package. This will help keep your business up and running.

Bitdefender Experts

An experienced team of engineers will plan, design and install the Bitdefender GravityZone security solution that best suits your organization, ensuring best-in-class protection and performance.

At-a-Glance

Bitdefender's ideal services solution for organizations (SMB to Enterprise) looking for an experienced team of security solution engineers that will plan, design and install Bitdefender products and solutions.

Key Benefits

- **Reduce Risks and Costs:** Avoid serious mistakes that can reduce your company's protection, negatively impact productivity, or cause downtime costs.
- **Maximize ROI:** Extract maximum benefit from your Bitdefender GravityZone solutions, minimizing operational costs and complexity.
- **Optimize Security:** We ensure that you operate according to industry best-practices and tune your GravityZone security solution to optimally respond to advanced threats.

"The vendors that blend product and service offerings and invest in BOTH will deliver better outcomes than those that stay siloed or depend on partners"

*Jeff Pollard and
Allie Mellen, "Five Reasons To Buy A
Service Before A Product" Forrester Blog,
August 2022*

Services

Bitdefender Professional Services¹ are available for all types of customers - from SMB organizations to large enterprises.

Service Delivery	
Enterprise	SMB
Remote/On-site	Remote
Plan and Design	Provisioning Pack
Deployment and Configuration	
Health Check	
Product Update	

Enterprise Service Delivery Stages			
Plan and Design	Deploy and Configure	Product Health Check	Product Update
<ul style="list-style-type: none"> • Suitable for customers that already have a well-defined infrastructure, but lack the resources, experience or expertise to develop detailed production-ready design specifications. • This service helps determine the customer-specific path to successfully architect, implement and operate a virtualized and secure GravityZone environment. 	<ul style="list-style-type: none"> • Suitable for customers who have completed the “Plan and Design” stage and would benefit from expert guidance throughout the implementation process. • Involves installing and configuring GravityZone products on customer endpoints and validating the solutions. 	<ul style="list-style-type: none"> • Suitable for customers who have completed the “Deploy and Configure” stage and want actionable recommendations on how to improve product efficiency. • This service focuses on identifying potential malfunctioning components, abnormalities and any other performance-related issues. 	<ul style="list-style-type: none"> • When a new product is released, Bitdefender experts will submit an upgrade recommendation. • An analysis will be done based on customer requirements and the potential impact of Bitdefender GravityZone’s new release on a customer’s infrastructure.

Professional Services Provisioning Pack	Recommended Packages	Configured policies	User management	Availability	Delivery Language	Products coverage	Service delivered by
<p>Small to growing businesses</p> <p>This service ensures that the customers operating our GravityZone solution are using the right settings and making the best use of the Bitdefender centralized management console. Involves the transition to Bitdefender GravityZone including planning, deployment, and installation assistance.</p>	8 hours up to 250 EPS	3	YES	EMEA, US	English	Bitdefender Business Portfolio*	Bitdefender
	4 hours up to 50 EPS						
	2 hours up to 10 EPS						

¹ Bitdefender Professional Services are delivered in English

For Enterprises

Plan and Design

Involves assigning project contacts, establishing project duration, communication channels and availability, technical assessment and infrastructure baseline setup, and plan and design report delivery.

Phase 1: Assessment and acceptance criteria

Our team of Bitdefender experts will determine together with the customer the current company environment (people, process and technology) and evaluate the specific path to implement GravityZone.

Key deliverables include a high-level summary of the customer's environment's current security state, solution hosting requirements, key recommendations to ensure scalable optimal performance and minimal risk, an implementation roadmap, and a secure virtualization architecture framework.

The statement of work describes tasks such as proposed solutions, input details, outputs, compliance reports to be completed by Bitdefender and the customer, as well as a setup completion time quote.

Phase 2: Plan and design

Bitdefender engineers will help the customer implement best-practice protocols to ensure a successful and secure infrastructure for the soon to-be-deployed Bitdefender solution.

Using existing data, Bitdefender engineers will create a comprehensive architecture design (physical, virtual and mobile), system scaling, and an environment configuration plan in order to ensure effective balance between availability, performance, scalability, security, manageability, cost and compliance.

The plan and design services are intended for customers who already have a well-defined infrastructure, but lack the resources, experience or expertise to develop detailed, production-ready design specifications.

Bitdefender experts will:

- *Organize* a kick-off meeting
- *Create* a project roadmap based on the customer project requirements
- *Facilitate* meetings with the team members for project syncs
- *Evaluate* current infrastructure in collaboration with the customer
- *Create* the GravityZone infrastructure while working closely with the customer

Customer Outcome: A document containing Bitdefender experts' recommendations for roadmap, GravityZone design, and project plan for implementation will be generated based on the initial assessment.

Deployment and Configuration

This phase is limited to a number of endpoints as stated in the *statement of work* and involves installing and configuring GravityZone products on customers' endpoints and validating GravityZone solutions.

As GravityZone is being implemented, Bitdefender experts will move past the customer's previous infrastructure, installing and configuring the new Bitdefender environment to support the rigorous requirements of the customer's business applications.

Using a track record of successful virtualization projects, Bitdefender engineers will implement the virtualization platform according to the customer's business needs.

They will also conduct extensive system and QA testing, prior to production, helping to increase the customer team's knowledge while keeping the project on track.

Bitdefender will actively work with customer's staff to ensure knowledge transfer and enablement for the entire process. Knowledge

transfer is required to ensure a proper transition to the customer environment. We know that if the customer's staff understands the context, purpose, and all associated information and data, they have a better chance of making informed decisions.

The Bitdefender deployment service is ideal for customers who have completed the "Plan and Design" process and would benefit from expert guidance throughout the implementation process. Implementation services are limited to a defined time period and number of endpoints.

Bitdefender experts will:

- *Deploy* the GravityZone product on the customer infrastructure within the agreed-upon allocated time and number of endpoints.
- *Configure* the GravityZone product on the customer's infrastructure to accommodate the needs and requirements of the customer.
- *Validate* the GravityZone product installation on the customer's infrastructure for the in-scope deployment.

Customer Outcome: Installation of the GravityZone solution by Bitdefender experts according to the customer's infrastructure.

Health Check

A Bitdefender Professional Services engineer checks key indicators of GravityZone health and usability to determine if the product is maintaining performance expectations based on our recommended actions.

The health check session focuses on identifying potential malfunctioning components, abnormalities and any other performance-related issues. Bitdefender engineers will analyze customer data and provide the customer with a comprehensive report, including actionable recommendations on how to improve product efficiency.

Bitdefender experts will:

- *Deliver* a one-time report which defines and measures the GravityZone product installation on the customer's infrastructure.
- *Submit* recommendations to achieve increased efficiency parameters according to Bitdefender's roadmap and product expertise.

Customer Outcome: Bitdefender experts will issue an actionable recommendations report based on key indicator checks as a result of the customer's data analytics.

Product Update

A Bitdefender Professional Services engineer provides GravityZone upgrade recommendations based on the target release and a consolidated report on upgrade assessment. The analysis contains an overview of the potential impact to the customer's network after implementing the GravityZone upgrade.

The scope of this service may vary and may be restricted if the required information and documentation are not provided in full.

Bitdefender experts will:

- *Run* a GravityZone upgrade assessment during which we will review customer requirements.
- *Analyze* the potential impact of the GravityZone upgrade.
- *Run the GravityZone upgrade* based on previous analysis.
- *Provide* a consolidated report on the upgrade with the changes and improvements.

Customer Outcome: Bitdefender engineers provide GravityZone upgrade assessment report so that the customer can easily decide to adopt the new updated version.

For Small and Medium Businesses (SMBs)

This Professional Services offering is designed for customers who expect GravityZone to be deployed according to best practices, and their team an introduction to basic knowledge in order to manage and operate GravityZone after the installation is completed.

Provisioning Pack (remote)

This is a remote service delivered in English that helps your organization make the best use of the Bitdefender GravityZone centralized management console by applying our protocol and optimal settings. It covers the transition to GravityZone with an array of services, including planning, deployment, and installation assistance.

Availability: This service is available in three packages: 8 hours, 4 hours and 2 hours. In this manner, we ensure that each organization chooses the appropriate level of service to suit their needs.

Bitdefender experts will:

- *Deploy* GravityZone on the customer's infrastructure.
- *Setup* user management and credentials.
- *Validate* GravityZone product installation on the customer's infrastructure for the in-scope deployment.



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Bitdefender is a cybersecurity leader delivering best-in-class threat prevention, detection, and response solutions worldwide. Guardian over millions of consumer, business, and government environments, Bitdefender is one of the industry's most trusted experts for eliminating threats, protecting privacy and data, and enabling cyber resilience. With deep investments in research and development, Bitdefender Labs discovers over 400 new threats each minute and validates around 40 billion daily threat queries. The company has pioneered breakthrough innovations in antimalware, IoT security, behavioral analytics, and artificial intelligence, and its technology is licensed by more than 150 of the world's most recognized technology brands. Launched in 2001, Bitdefender has customers in 170+ countries with offices around the world.

For more information, visit <https://www.bitdefender.com>.

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