

NETASQ's security solutions have been developed with technical excellence and user-friendliness in mind. They provide your information infrastructures with optimum protection and particular attention has been paid to their ease of implementation and administration. Our integration partners have developed real expertise in security policies and have acquired proven skills in NETASQ technologies to ensure that they provide quality service for configurations that can sometimes be rather complex. A wide range of reference documentation, some giving concrete examples of implementations, is available. Nonetheless, in some particularly complex architectures, recommending the implementation of the best technical solution is not always easy. In order to ensure full control over the solutions in these unusual cases, NETASQ's technical teams are able to conduct on-site or remote interventions for installations, releases or even in complex network troubleshooting phases.

1 Who does NETASQ Professional Services target?

PS, Professional Services target **distributors, integrators as well as end users** of UTM and antispam solutions. In all of these cases, this service is executed jointly with our integration partners. NETASQ's engineers contribute their specialized knowledge of the product while **NETASQ-certified integrator partners will oversee** the delivery of the PS in order to stay informed and involved in all recommendations given by NETASQ's teams.

2 Which needs does this service address?

Our observation – Network security and spam-fighting solutions are key elements to access your applications in order to ensure business continuity. As attack types increase in number and become more complex, the solutions to guarantee your protection become more sophisticated – protocol IPS, antivirus proxies, certificate-authenticated VPNs, to name a few. The need to own an optimal solution which filters the maximum amount of attacks and limits breaches results in a more complex implementation of protection solutions. To guarantee the quality and security of your critical information environments, NETASQ therefore offers to give you support in your need to study and deploy an appropriate approach.

3 What does this service do for you?

Our offer – NETASQ's technical team is made up of Experts, all of whom have been qualified CNEP (Certified NETASQ Expert-Plus), a level which attests to their ability to implement the most complex scenarios and to offer solutions to unusual scenarios. These engineers, who share their time between high-level support and expertise services, understand their clients' operational constraints as well as the technical details of our solutions. Their permanent access to our Research and Development teams guarantees high reactivity and total transparency of the necessary technical information.

4 Initializing a service

Upon each request, the team of NETASQ engineers will define the feasibility and perimeter of the mission with the client and partner and write up the specifications which will be submitted within 3 working days. This document will specify in detail the workload for which NETASQ will be responsible and the deliverables for the project. As such, the cost of the PS will vary directly in relation to the time needed for NETASQ's engineers to fulfill the missions with which they have been entrusted.

5 Service workflow

Once the client has validated the evaluation phase, the service will be delivered in four consecutive phases:

- **Definition**
Based on the specifications, the necessary technical checks and tests are conducted in NETASQ's test laboratories in order to define the possible areas of uncertainty. In the event particular systems are concerned, these tests may be extended on the client's site. A detailed planning of deployment actions will be set out.
- **Delivery**
The solution will be deployed in a production environment and tested based on the incoming and outgoing applications listed during the evaluation phase. Possible malfunctions will be corrected or bypassed.
- **Documentation**
NETASQ's team of experts will write up the technical documentation that will be inserted into the documentation submitted by the integrator.
- **Reception**
Once all the deliverables have been handed over, the client and integrator will take delivery of the solution. NETASQ will support the solution according to the usual model.