OPTIV

Authorized Support

Access to product experts 24x7x365

Your business relies on your security infrastructure. Should problems arise, you require cost effective case resolution without obstacles. You need a team of highly skilled security engineers and technicians available 24x7x365 to provide rapid, expert support.

THE OPTIV SUPPORT ADVANTAGE

With more than 200 industry certifications, our trained professionals can quickly and proficiently resolve Tier 1, 2 and 3 technical support issues when they arise. Optiv handles more than 10,000 requests annually with over 90 percent of them resolved without vendor escalation. Should it become necessary, Optiv also has direct access to product manufacturers' internal support teams for prompt issue escalation. Our security operations centers (SOCs) have dedicated security testing labs to help ensure accurate and precise issue resolution.

Why Choose Optiv Authorized Support?

- Reduce your downtime and risk efficiently as you streamline your support operations
- Minimize the complex web of vendor escalation pathways to save time and resources
- Leverage our experience to avoid making technology decisions in the dark

- One phone call for support of multiple vendors and technologies
- Bolster your operational integrity by using our pool of talented security professionals
- Test new technologies, configurations and policy changes prior to implementation
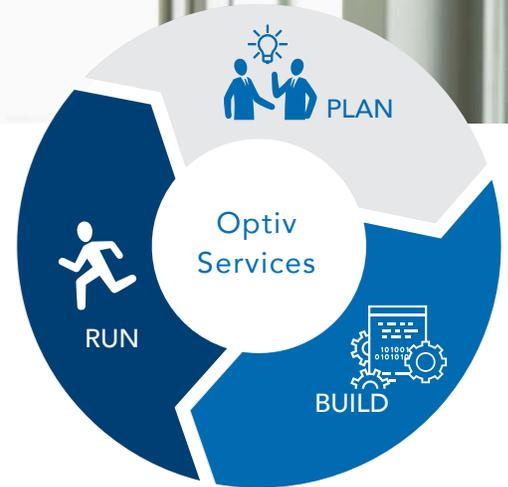
Your Authorized Support service plan includes the following:

- Access to knowledgeable, full-time U.S.-based staff
- Committed response times of 30 minutes or less
- Defined escalation process ensures timely issue handling
- Dedicated support web portal and monthly reporting
- Blended multi-product support options available
- Hardware (RMA) replacement processing
- Latest patches and hot fixes
- Major upgrades and enhancements review
- Testing and issue replication in our interoperability lab
- Employee training and onsite consulting options available

Optiv Authorized Support provides services for:

aruba
a Hewlett Packard Enterprise company

Check Point
SOFTWARE TECHNOLOGIES LTD.

F5

F‌‌RTINET

JUNIPER
NETWORKS

McAfee

paloalto
NETWORKS

Pulse Secure

Symantec.

OPTIV SERVICES

In addition to Authorized Support, Optiv provides a wide range of services that help organizations plan, build and run cyber security programs.

PLAN

IDENTIFICATION AND SELECTION
Optiv's proven approach enables you to determine the most appropriate technology for your dynamic business and technical requirements.

PROOF OF CONCEPT
We provide a limited implementation into your testing environment to validate product features and functionality, and to gain hands-on experience prior to your implementation.

DESIGN
Optiv designs your technology implementation for optimal configuration.

BUILD

QUICK START
We help you deploy Aruba technologies into your existing environment using a standard Quick Start configuration.

IMPLEMENTATION
Optiv provides full integration services that include custom integrations, documentation and knowledge transfer.

MIGRATION
Our services help you seamlessly move from your existing platform to your new Aruba technology, and include documentation and knowledge transfer.

RESALE
Our unique industry view provides insight into the technologies that best fit your situation, and our continuum of services complements your chosen technologies throughout their entire lifecycle.

RUN

OPTIMIZATION
Optiv's technology-specific optimization services help you ensure the effectiveness of your equipment. We provide technology recommendations as well as operational process, personnel, training and configuration recommendations.

HEALTH CHECK
Optiv offers a high-level review of your current technology solutions complete with recommendations for improvement.

INTEGRATION
Optiv technology experts integrate your new or existing information security products to create responsiveness and agility that the solutions cannot provide on their own.

UPGRADE
We help you upgrade or replace your existing hardware or software with the latest version to improve functionality and stability.

OPTIV

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Optiv is a market-leading provider of end-to-end cyber security solutions. We help clients plan, build and run successful cyber security programs that achieve business objectives through our depth and breadth of cyber security offerings, extensive capabilities and proven expertise in cyber security strategy, managed security services, incident response, risk and compliance, security consulting, training and support, integration and architecture services, and security technology. Optiv maintains premium partnerships with more than 350 of the leading security technology manufacturers. For more information, visit www.optiv.com or follow us at www.twitter.com/optiv, www.facebook.com/optivinc and www.linkedin.com/company/optiv-inc.