



Device Management

Management of your security devices 24x7x365

Providing efficient and trustworthy security device management on a growing number of security technologies takes up valuable time within your organization. **The cost of ownership and lack of expertise can lead to challenges when working towards achieving and maintaining operational readiness and compliance.**

Optiv provides 24x7x365 management of industry-leading security devices to help you optimize your security infrastructure. With experience supporting and managing today's leading security devices, our team of certified professionals deliver on the industry's most comprehensive set of services. **Optiv resolves more than 5,000 change requests per year out of our three security operations centers, and our capacity is scalable enough to grow with your security demands.**

Why Choose Optiv Device Management?

- Leverage shared resources to achieve better economies of scale in your security operation to solve the challenge of having costly resources available on a 24x7x365 basis.
- As threats and technologies expand, **you'll need help filling the gaps on your team** with experts certified on your security devices.
- Resolve issues quickly to **increase your threat response time and avoid being caught off your guard** due to a lack of capacity in house.
- **Remain vigilant as our security operations center (SOC)** sends you alerts while we investigate and escalate issues to the vendor for problem resolution.

Your Device Management Service Plan includes the following:

- 24x7x365 access to certified, full-time based staff
- Committed response times of 30 minutes or less
- Defined escalation process to help ensure timely issue handling
- Dedicated support web portal and monthly reporting
- Hardware replacement management and return merchandise authorization processing
- Device health and availability monitoring
- Device tuning and high priority patching
- Major upgrades and enhancements review
- Access to Optiv's simulation and issue replication lab



Optiv Services

In addition to Device Management, 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 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 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.



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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.