



## Professional Services for Managed Service Providers

Deploying Bitdefender protection to multiple customer sites in a short period of time can be a challenge, especially for MSP teams that are already overstretched.

Bitdefender Professional Services for MSPs help service providers ensure rapid deployment and correct configuration from the start while reducing the workload of internal teams. Our experts provide quality service delivery and architecture guidance along this process.

### Services Overview

Bitdefender provides services that plan, design the deployment and enable the customer's IT team to manage the GravityZone solution. Experienced Bitdefender engineers can help customers quickly and reliably get Bitdefender GravityZone up and running by remotely installing, configuring and integrating GravityZone into the customer's environment.

This Professional Services offering is designed for customers with specific requirements where a Bitdefender Professional Services engineer works together with the Customer to create an infrastructure capable of hosting the Bitdefender GravityZone solution.

### Assessment, Plan and Design

This phase involves assigning project contacts and establishing project duration, communication channels and availability, as well as technical assessment and infrastructure baseline setup, plan and design report delivery.

Plan and Design Package is divided into:

- Assessment and acceptance criteria phase
- Plan and design phase

The assessment and acceptance criteria phase provided by Bitdefender experts will help the customer set out the specific path to successfully architecting, implementing, and operating a virtualized and secure GravityZone environment. Experienced Bitdefender security engineers will work with the customer to evaluate the current environment from the perspectives of people, processes and technology. Key deliverables include a high-level summary of the current state of security of the customer's environment, requirements for solution hosting, key recommendations to ensure scalable optimum performance and minimal risk, an implementation roadmap and a secure virtualization architecture framework.

A 'Statement of Work' lists the requirements to be met, describes the solution, details inputs, outputs, compliance requirements reports etc., while outlining the tasks to be completed by Bitdefender and the customer.

Using existing data, Bitdefender engineers will create a comprehensive architecture design (physical, virtual and mobile), system scaling, and environment configuration plan to ensure balance between availability, performance, scalability, security, manageability, cost and compliance to meet the customer's business objectives.

The plan and design service is intended for customers that have well-defined Infrastructure, but lack the resources or expertise to develop detailed production-ready design specifications.

Bitdefender engineer will:

- Organize a kick-off meeting
- Work with the customer to evaluate current infrastructure
- Work with the customer to create the GravityZone design

## Deploy, Configure, Knowledge Transfer

This phase involves installing and configuring the GravityZone solution on the customer's endpoints and validating the GravityZone solution.

Through the implementation service, Bitdefender experts will install and configure the GravityZone environment to support the rigorous requirements of the business applications. Bitdefender engineers will use best practices to implement the virtualization platform according to the customer's business needs.

They will also conduct system and QA testing and will actively work with the customer's staff to ensure knowledge transfer and enablement for the entire process.

## Estimation Schedule

The Services will be delivered according to a schedule agreed on by both parties. Bitdefender and Customer agree to make reasonable efforts to carry out the respective responsibilities to maintain the schedule.

## Facilities and Hours of Coverage

The services will be performed off-site between 9:00 AM and 17:00 PM, Eastern European Time.

To ask for a quotation, please contact your Account Manager.

[www.bitdefender.com/msp](http://www.bitdefender.com/msp)



Bitdefender is a global security technology company that provides cutting edge end-to-end cyber security solutions and advanced threat protection to more than 500 million users in more than 150 countries. Since 2001, Bitdefender has consistently produced award-winning business and consumer security technology, and is a provider of choice in both hybrid infrastructure security and endpoint protection. Through R&D, alliances and partnerships, Bitdefender is trusted to be ahead and deliver robust security you can rely on. More information is available at <http://www.bitdefender.com>.

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