Wave Professional Services

Deploy, Tune and Optimize

wave®

Optimize Your Security Investment

Wave commits a lot of effort to making our products easy and intuitive to use. From wizard-based installations to transparent clustering, your experience is always on our minds. However, we also know that each environment has its own unique needs and requirements, and sometimes it's hard to find even the few hours needed to install, or the few days necessary to master a solution. Choosing one of our professional services packages allows you to focus on other tasks and commitments, while letting us do what we do best — deploy, tune and optimize Wave's data protection solutions and authentication.

Save Time and IT Resources

The Wave Professional Services Packages are designed to bring you maximum value, while keeping a low overhead. With an optimal deployment process and configuration of Wave's products, you will have more resources available for other tasks.

What Does the Wave Professional Services Package Include?

When you purchase a Wave Professional Services package, you are assigned one of our highly skilled consultants for the engagement period. Most of our packages include a visit by the consultant to your site, where they will access, implement, optimize, and document the scope of the work included in the package. Some packages can also be performed remotely, by having the consultant connect to your server through web meeting tools. Our detailed reports, which you receive at the end of the package period, will provide you with an explanation and summary of all the tasks performed, giving you an easy way to communicate the status of your data protection initiative.

Both new and existing customers can benefit from our professional services. For new users, we have two "quick start" deployment packages: standard & Data Loss Prevention (DLP). For our existing customers, we have two packages as well: an upgrade package, and a remote optimization package.

Available Packages

While Wave offers several standard professional services packages, we customize each one to fit your specific needs.

Quick Start

A pre-packaged professional services solution that gets you started in the deployment of the Wave product portfolio including planning, design and configuration, without requiring customized work on your side.

Benefits:

▶ **Maximize your security investment by leveraging our global experience**

▶ **Get it right the first time and reduce the overhead   of fixing configuration errors and fine tuning**

DLP Quick Start

This package applies to Wave Data Protection Suite. It consists of the deployment of all product components, including a project plan and design of the basic DLP classifications and policies, extensive training sessions and a pilot deployment of clients. This package is required for customers who purchase Wave Inspector or Wave Discoverer.

Benefits:

▶ **Turn your staff into in-house experts**

▶ **Maximize your security investment**

▶ **Get it right the first time and reduce the overhead of fixing configuration errors and fine tuning**

▶ **Build efficient policy settings that will reduce the chances of false positives**

Remote Optimization

This is the quickest and most efficient way to maximize your security capabilities. Our experienced consultants will remotely connect to your server. They will fine tune the server configuration and security policies, identify anomalies and implement the necessary changes to your Wave deployment, to address your individual business objectives and requirements. Remote optimization ensures that you are maximizing your investment. (Note: this package can also be delivered on-site.)

Benefits:

▶ **Improved performance and efficiency: Our highly skilled consultants will ensure that your deployment is configured in the most efficient manner**

▶ **Fine tune security policies to address your requirements**

▶ **Free up your IT resources so that they can focus on improving your business**

Migration to New Versions

A pre-packaged professional services solution to address the planning, testing and implementation of upgrades to our latest product versions. With this package we will perform a full upgrade flow, including a site survey, planning, a full server upgrade, data migration and training on the new version. In addition, we will perform a client deployment pilot. This package can be delivered onsite or remotely.

Benefits:

▶ **Get it right the first time and reduce the overhead of fixing configuration errors and fine tuning**

▶ **Keep existing information, including policies, associations, logs, custom reports and more**

▶ **Optimize your existing deployment – our consultants will present and implement needed changes to make sure you are getting the most out of your investment**

▶ **Ensure that the upgrade goes smoothly with minimal impact to ongoing business**

▶ **Build efficient policy settings that will reduce the chances of false positives**

Training

We offer training sessions for all of our offerings. Depth level of each session is determined by the target audience – administrators, helpdesk staff, CISOs, etc. This package can be delivered onsite or remotely.

Benefits:

▶ **Turn your staff into in-house experts**

▶ **Reduce the cost of fixing configuration errors and fine tuning**

Wave Product Implementation Project Management

We recognize that implementing any security solution has risks. Our project management services will help your business set up governance processes to ensure that each stage of the project is carefully assessed and planned. Key decision points include, but are not limited to, outlining the need and building a business case; defining installation and maintenance objectives; and assigning operational tasks. This will ensure that risks and rewards are identified early and processes are put in place to mitigate and assure delivery.

Benefits:

▶ **Justify your business investment in security with detailed assessment reports**

▶ **Select the appropriate technology and scope to address your business needs**

▶ **Ensures appropriate controls are in place to avoid business disruption**

▶ **Do it right — do it once**

For more information about Wave Professional Services, including a detailed description of the packages and SOW, please contact us at consulting@wave.com.

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Wave Professional Services

Wave Systems is a leading provider of client and server software for hardware–based information security, enabling organizations to know who is connecting to their critical IT infrastructure, protect corporate data, and strengthen the boundaries of their networks.

For further information please visit www.wave.com or contact us at sales@wave.com.

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