

IMPLEMENTATION SERVICES

Industry-Leading, Customer Focused Consulting



Lumension Security Turn-Key Implementation Services

Lumension Security's Professional Services team creates and deploys high-value, responsive and secure solutions to meet and exceed dynamic customer needs. By providing industry-leading consultative services, Lumension's Professional Services enables organizations to meet their budget, time and resource limitations while implementing new technology that is required to achieve their changing regulatory or business objectives.

Customer Benefits

Lumension offers a variety of standard services packages designed to get your security solution running quickly and efficiently. Each provides dedicated on-site and/or remote assistance by a Lumension-certified engineer with the goal of ensuring that your team is comfortable with the solution before the services are finished. Additionally, our services provide the following benefits:

Supplement Internal Staffing Challenges

With technology changing on a daily basis, many businesses are finding it both costly and nearly impossible to maintain personnel on staff to support the complex environments that are emerging for mission-critical applications. Leveraging Lumension Professional Services helps mitigate the cost and risk associated with using internal resources to learn and deploy new technology.

Rapid and Efficient Implementation of Enterprise Security Software

Today's businesses not only have limited resources, but also have growing demands for technology to do more for their business. Lumension's Professional Services swiftly implement our technology while providing hands-on training to the personnel responsible for managing the Lumension solution.

Lumension Solution Framework

The Lumension Solution Framework (LSF) is a methodology for solution delivery, representing the processes and procedures for executing a vulnerability management, patch management and/or endpoint policy enforcement solution. The expertise of Lumension Professional Services is applied through a systematic methodology to ensure a successful roll-out of your custom solution.

Each phase in the methodology has defined milestones with inputs, activities, deliverables, and sign-offs. Tools, templates, and guidelines accelerate the time to milestones resulting in speed, flexibility, and an optimized solution.

Implementation Offerings


Lumension Security delivers modular implementation services to meet the needs of the small, medium and large enterprise. These implementation offerings are built around Lumension products and solutions such as:

Vulnerability Management Solution

 PatchLink Update

 PatchLink Scan

Sanctuary Suite

 Sanctuary Application Control

 Sanctuary Device Control

Lumension Solution Framework (continued)



By combining our depth of skill and industry knowledge with our strength in technical operations to promote change, Lumension Security helps you meet your requirements and mitigate the risk inherent in a complex implementation, saving you time and making the most efficient use of your resources.

Examples of Standard Implementation Services

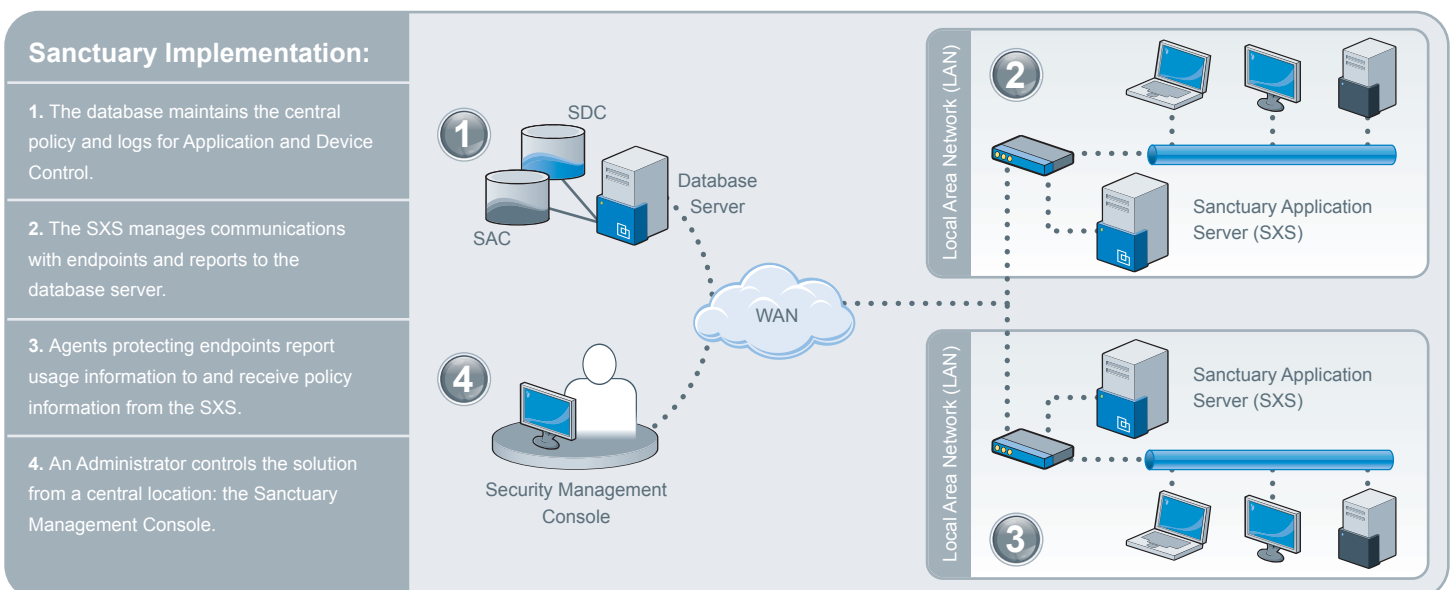
Sanctuary Application and Device Control

A Lumension engineer will provide dedicated assistance for the installation of Sanctuary Suite, including:

1. High-level review of network environment, including device policies, application policies and requirements for device / application control
2. Install Sanctuary database
3. Install Sanctuary Application Server (SXS)
4. Install Sanctuary Management Console
5. Configure Sanctuary to operate in non-blocking mode
6. Install Sanctuary client on test machine in non-blocking mode and verify test results
7. Develop application whitelist
8. Deploy Sanctuary client to a limited number of production machines in non-blocking mode
9. Apply whitelist and “lockdown” machines in pilot group
10. Review Sanctuary Logs to verify test results of pilot group
11. Modify whitelist policy as required and re-test pilot group
12. Configure device control policy for pilot group and “lockdown” pilot group
13. Verify that test results for pilot group meet expectations
14. Product overview/knowledge transfer to Customer’s staff
15. Extended deployment of solution as time allows

Approximately one month after completion of the above tasks, a Lumension engineer will provide a “health check” of the solution. Tasks for this service include:

1. Review current environment - 2. Review Sanctuary Application Server settings - 3. Review policy settings as time allows - 4. Additional knowledge transfer as time allows



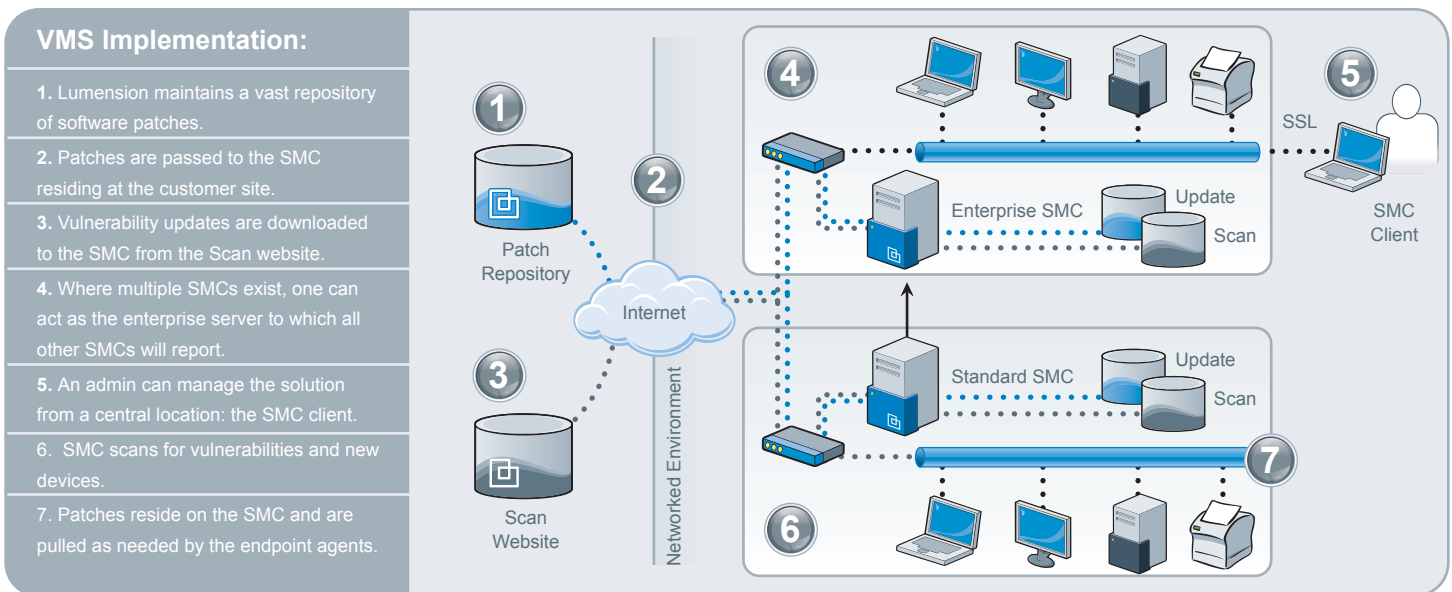
Vulnerability Management Solution (VMS)

A Lumension engineer will provide dedicated assistance for the installation of your VMS, including:

1. High-level review of network environment
2. Installation and configuration of PatchLink Update Server (PLUS)
3. Installation of a PatchLink Distribution Point, if required
4. Installation of agents on a representative group of computers to be patched
5. Initial setup and population of a limited number of custom groups that will be used for ongoing administration
6. Creation of users and roles that will be used for delegated and roles-based administration
7. Confirmation of successful agent installation and registration
8. Confirmation that patch deployment is functioning properly
9. Product overview regarding use and administration of PatchLink Update and related components
10. Installation and configuration of a Security Management Console (SMC) on server hardware
11. Update vulnerability signatures on SMC
12. Installation of remote SMC client, if required
13. Product overview regarding use and administration of SMC and related components

Approximately one month after completion of the above tasks, a Lumension engineer will provide a “health check” of the solution. Tasks for this service include:

1. Review current environment - 2. Review PLUS and SMC settings - 3. Tune the PLUS and SMC - 4. Test agent deployment, if required
5. Test patch deployment, if required - 6. Additional knowledge transfer as time allows



Also Available from Lumension Security Professional Services

Additional professional services include: Onsite Training, Business Intelligence (including custom reporting and electronic data warehouse integration), Business Process Integration, Custom Development and Security Consulting.

For more information, please contact us at www.lumension.com.



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