



DATASHEET (CYBERSECURITY)

# Email Security Expert Services

## Business Challenge

Fortra's cloud-based email security solutions allow you to stop and respond to BEC and phishing attacks on your employees and protect your customers. Fortra's Customer Enablement and Support organization is committed to the success of its customers and works to ensure they achieve value through the deployment of our Email Security suite of solutions.

## Expert Services Overview

Fortra Email Security's Expert Services tier offers customers that desire ad hoc support with customized expert knowledge and service from a dedicated Professional Service consultant to suit your organization's unique size, organizational needs, and budgets.

## DEDICATED PROFESSIONAL SERVICES CONSULTANT

Your dedicated Professional Service consultant will understand your email security roadmap – serving as your sole point of contact for questions, issues, and understanding opportunities for security improvements, plus:

- Continuous support as a dedicated resource familiar with the customer environment
- Understanding of your milestones for your Email Security roadmap and governance structure, ensuring it is shared and communicated
- Engagement with key stakeholders to identify specific goals
- The escalation point for all Email Security-related matters so that issues are resolved in a timely manner (consulting with an assigned support engineer when needed)

## MONITORING & HANDS-ON TRAINING

Your Professional Service consultant will deliver mentoring and ad hoc trainings to fast-track the onboarding of new teams on the solution, employ the solution's features, and provide assistance in product tuning and release briefings.

The SME will also advise on email security best practices, as well as offer practical advice and technical recommendations to ensure you make the most of your investment in Fortra's cloud-based email security solutions.

## KEY BENEFITS

- Expert advice to customer personnel administering solution.
- A dedicated services expert familiar with the customer environment.
- Documentation of customer deployments for environments.
- Recommendations on how to implement best practices.

For more information, visit <https://www.fortra.com/services>

## REGIONAL COVERAGE & SUPPORT

Fortra operates worldwide, with regional headquarters in Europe, Asia Pacific, and North America. This means that your Professional Services consultant will be available during business hours in your region.

## EXPERT SERVICES PRICING

Pricing depends on organization size and requirements. Please contact us for a customized quote at: <https://www.fortra.com/services/contact-us>



## PERFORMANCE ASSESSMENT & ALIGNMENT

Your SME can work with you to review the current state of your organization's email security posture, and, where applicable, your security stack. This includes evaluating your business processes to gain efficiencies and operational resiliency in terms of:

- Status reviews of solution upgrades & any new requirements
- Assistance in migrations to cloud and/or data centers
- Scaling up of existing environments to optimize
- Configuration of automation workflows with ability to create, update, or delete rules or data identification/sanitization

## DEPLOYMENT ADMINISTRATION/DOCUMENTATION

Your Expert Services program will include access to the document environment and will provide user account and groups management for:

- Addition, modification & removal of users and admins
- Guidance for API & SSO configurations
- Granting of permissions
- Outbound connection management
- PGP/SSH Keys & SSL Certificate management
- Importing/Exporting, creation, removal & updating of keys
- Agents configuration
- Security policy changes

Please contact your Fortra Email Security account executive or go to [sales@fortra.com](mailto:sales@fortra.com) for more information.

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### About Fortra

Fortra is a cybersecurity company like no other. We're creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We're the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at [fortra.com](https://fortra.com).