



DATASHEET (TRIPWIRE)

Fortra's Tripwire Services Comparison

Discover Which Services Are Right for You

Not all organizations have the internal resources necessary to manage their cybersecurity and compliance solutions in-house. This may seem like a roadblock to those who see the greater potential of their solutions and want to do more to reach their goals but cannot expand their technical teams due to the high demand for qualified candidates or budgetary limitations. However, the services available from Tripwire can quickly maximize the efficacy and ROI of your solutions without added headcount.

Learn about our services and compare their benefits using the matrix in this document. It illustrates the differences between services and their tiers in terms of what they deliver via:

- Management
- Monitoring
- Business process integration
- Regulatory compliance
- Management consulting
- Analysis and problem support
- Extended product capabilities

Tripwire ExpertOps

Tripwire® ExpertOpsSM delivers core cybersecurity controls as a managed service. It provides file integrity monitoring (FIM), security configuration management (SCM), and vulnerability management (VM) in a secure, cloud-hosted environment. A dedicated managed service engineer acts as an extension of your team by operating your solution while providing customized advice and support to keep your organization moving toward its cybersecurity and compliance goals. This service comes in three tiers: Hosted, Managed Services, and Integrated Strategy.

Tripwire Professional Services

Professional services from Tripwire can help you get the most out of your cybersecurity solutions with strategic advice and technical operations. Leverage Tripwire's services for implementation best practices, solution management, and solution approaches tailored to meet your business needs. Our professional services experts can extend your solution's capabilities with customized policy management, automation workflows, app monitoring, and script development.

Tripwire Subscription Advisory Services

Maximize the success of your cybersecurity and compliance teams with an annual professional services subscription. Tripwire Advisory Services is a subscription-based, remote professional service that pairs you with a member of the Tripwire field team for ongoing services. You can begin this subscription at four hours per month or add more time as needed to tailor the service to your requirements. Your assigned expert consultant will help you optimize the effectiveness of your Tripwire solution, review procedures and documentation, and offer continual best practice advice within the allotted time. This strategy offers a convenient and consistent level of engagement to keep you aligned with your goals.

Tripwire Remote Operations

Tripwire Remote Operations Service allows organizations to allot less time for managing their solutions and more time for their core business. Rely on a Tripwire-certified team to manage daily operations, keep your Tripwire solution updated, and ensure it's operating at its best. Instead of

splitting your attention between security events, suspicious changes, and configuration alerts, let a trusted expert operate your solution remotely. This service is available in two tiers, both offering support in a combination of secure remote connections, email, and phone for added convenience.

Technical Account Management

When any questions or support issues arise in the operation of your Tripwire solution, organizations can count on an assigned Technical Account Manager (TAM) for streamlined communication and quick resolution. This service comes in three tiers and includes direct access to your TAM via phone and email, unlimited incident support, and priority issue escalation. Tripwire Technical Account Management Service

adds an expert to your IT team with specialized knowledge and direct access to engineers and product specialists to keep your solutions running at peak effectiveness.

Tripwire Product Training Services

Tripwire offers courses to help you meet or exceed your IT operations, security, and compliance goals. Our training includes Continuing Education Units and leads to product certification, which can be shared on social media and resumes/CVs. We provide a flexible learning experience tailored to your learning style and schedule. Training is offered in the following modes: traditional classroom training, onsite faculty training, virtual training with a live instructor, or interactive eLearning training modules.

	Consulting			Training	Administration	Support
	Professional Services	Resident Engineer	Tripwire Advisory Services	Tripwire Training	Tripwire ExpertOps	Technical Account Management
Description	Focused projects	Staff augmentation/ long term projects	Best practice solution maintenance	Certified training in lab environment	Administration and compliance support	Dedicated support
Sold In	Days	Months	Annual subscription	Class seats	Tiers 1-3	Tiers 1-3
Delivery	Any time, per availability	Term (consecutive months)	Weekly sessions	In-person or remote attendance	Weekly meetings	Weekly meetings



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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.