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Tripwire Services Comparison Matrix
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 Fortra's 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

Fortra's Tripwire® ExpertOps℠ 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 Remote Operations

Fortra's Tripwire Remote Operations service allows organizations to allot less time for their solutions and more time for managing 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 Manager

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. Fortra's Tripwire Technical Account Manager 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.

Technical Account Manager

Professional services from Fortra's Tripwire can help you get the most out of your cybersecurity solutions with strategic advice and technical operations. Leverage Tripwire's services for implementation, solution management, and problem support. Our professional services experts can extend your solutions' capabilities with customized policy management, automation workflows, app monitoring, and script development. And if you'd prefer consulting in small increments, the Tripwire Advisor Program has one-hour or multi-hour service sessions to fit your busy schedule.

FEATURES	Tripwire ExpertOps			Professional Services	Tripwire Remote Operations		Technical Account Manager		
	Hosted	Managed Services	Integrated Strategy	(Consultant or Resident Engineer)	Managed Services	Integrated Strategy	Tier 1	Tier 2	Tier 3
MANAGEMENT									
Console Maintenance	Included	Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
Content Maintenance		Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
Service Status Updates		Weekly meetings	Weekly meetings	Included	Weekly meetings	Weekly meetings	Weekly meetings	Weekly meetings	Weekly meetings
Service Plan Development		Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
Asset Onboarding		Included	Included	Included	Included	Included	As needed	As needed	As needed
FIM Content Tuning		Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
Client Requests	24 hours / year	20 hours / month	Unlimited	Unlimited	20 hours / month	Unlimited	Unlimited	Unlimited	Unlimited
User Management		Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
Custom App Monitoring Configuration		Up to four	Unlimited	Unlimited	Up to four	Unlimited	Guidance	Guidance	Guidance
Dashboard and Reporting Maintenance		Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
Dashboard and Report Creation		Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
MONITORING									
Console Health Monitoring	Included	Included	Included	Included	Included	Included	As needed	As needed	As needed
Report Distribution		Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
Event Handling		Included	Included	Included	Included	Included	Included	Included	Included
Task Completion		Included	Included	Included	Included	Included	Guidance/ support	Guidance/ support	Guidance/ support
Agent Health	Reporting only	Included	Included	Included	Included	Included	Included	Included	Included
BUSINESS PROCESS INTEGRATION									
Tripwire Apps Management		Included	Included	Included	Included	Included	Guidance	Guidance	Guidance
Tripwire Apps Licensing	À la carte (customer managed)	À la carte (managed by Fortra)	Included (managed by Fortra)	Licensed individually on premises*					
Remediation Prioritization			Included	Included		Included	Guidance	Guidance	Guidance
Change Reconciliation (Promotion)			Included	Licensed individually on premises*		Included	Guidance	Guidance	Guidance

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REGULATORY									
Policy Tuning and Guidance			Included	Included		Included	Included	Included	Included
Waiver Management			Included	Included		Included	Guidance	Guidance	Guidance
Audit Assistance		Included	Included	Included	Included	Included	As needed	As needed	As needed
MANAGEMENT CONSULTING									
Service Performance Reviews	Annual	2x / year	2x / year	As needed	2x / year	2x / year	As needed	As needed	As needed
CISO + Executive Review			As requested	As needed		Annual	As needed	As needed	As needed
Operational Use Plan Update			2x / year	As needed		2x / year			
Tripwire Prescriptive Policies and Content			Included	As needed		Included	Included	Included	Included
ANALYSIS AND PROBLEM SUPPORT									
Defect Support	Tripwire ExpertOps Service Center Portal	Managed Services Lead	Managed Services Lead + escalation priority	Professional Services + escalation as needed	Managed Services Lead	Managed Services Lead + escalation priority	Included, priority escalations as needed	Included, priority escalations as needed	Included, priority escalations as needed
Reporting Analysis		Included	Included	Included	Included	Included	Supported	Supported	Supported
Agent Health Analysis	Tripwire ExpertOps Service Center Portal	Managed Services Lead	Managed Services Lead + escalation priority	Professional Services + escalation as needed	Managed Services Lead	Managed Services Lead + escalation priority	Included	Included	Included
EXTENDED PRODUCT CAPABILITIES									
Policies Managed		FIM + two standard policies	Unlimited	Unlimited	FIM + two standard policies	Unlimited	Guidance	Guidance	Guidance
Real-Time Functionality		Included	Included	Included	Included	Included	Included	Included	Included
Management of Custom Policies existing at the time of Tripwire ExpertOps launch			Included	No limitations**		Included	Included	Included	Included

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Custom App Monitoring		Four custom app rules	Unlimited	Unlimited*	Four custom app rules	Unlimited	Guidance	Guidance	Guidance
Custom Automation Workflows				No limitations**			Guidance	Guidance	Guidance
Custom Scripting Development				No limitations**			Guidance	Guidance	Guidance
Custom Integrations (as needed)				No limitations**			Supported	Supported	Supported
Pen Testing				Available**					
Security Assessments				Available**			Included	Included	Included
Change Management Maturity				Available**					
TAM-SPECIFIC FEATURES									
TAM-to-Customer Ratio							1:7	1:3	1:1
Support for out-of-date versions							Yes (best effort)	Yes (best effort)	Yes (best effort)
Priority Dev assistance							Unlimited, as needed	Unlimited, as needed	Unlimited, as needed
Priority feature request advocacy and tracking							Unlimited	Unlimited	Unlimited
Annual on-site assistance							Three days	Five days	15 days***
Single point of contact							Included	Included	Included
Priority PM roadmaps							As needed	As needed	As needed
Training							Two seats	Four seats	Eight seats

* All Tripwire Apps supported
** As defined by Engagement Letter/Statement of Work
*** 15 days cannot be scheduled consecutively

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