

TRIPWIRE MANAGED SERVICES

STOP OPERATING, START ANALYZING



COUNT ON TRIPWIRE MANAGED SERVICES

- » Free up time for more strategic projects
- » Benefit from Tripwire's in-house expertise
- » Achieve faster and greater ROI
- » Know your implementation is running smoothly—always

Today's IT and InfoSec Executives are challenged with an ever changing cybersecurity landscape. When combined with the proliferation of new sources of information every day, it can be increasingly difficult to maintain and operate technology solutions that are designed to protect the organization from risk. Many IT organizations are struggling to revise processes to establish governance practices, but that takes time and strategic focus and can be difficult to achieve when juggling multiple priorities along with day-to-day administration duties.

Security experts are in high demand and as a result, organizations struggle to retain their top talent. Security analysts and engineers strive to be part of the strategic picture but are often sidelined

with operational responsibilities that can be outsourced.

Tripwire Managed Services understands these challenges and offers levels of

service that are compatible with your operational needs and process maturity. Expectations are clearly defined by SLAs, and services are delivered by certified experts that can respond to your complex requirements and ensure that your security risks are managed.

Many managed services attempt to provide services with a pool of resources that do not have a sufficient level of understanding of how you intend to leverage cybersecurity information. Tripwire Managed Services establishes a single primary point of contact along with a designated backup that will help you maintain operational documentation of any configuration changes or adjustments needed to Tripwire products to support new initiatives.

Tripwire Managed Services helps you succeed by doing what we do best: operate and manage Tripwire Products. You can focus on improving your security posture and process maturity while we support those efforts by ensuring that information that highlights risk to your organization is available when and how you need it.

AVAILABLE SERVICE TIERS

ESSENTIAL

This tier is ideal for customers who are just getting started with change management or compliance practices. The Essential tier provides day-to-day maintenance of the product for customers that don't need Tripwire Managed Services to be involved in their change or compliance processes but need a reliable accounting of change or compliance information.

ADVANCED

This tier includes day-to-day maintenance of the product along with tactical tuning assistance to ensure that the most important information is surfaced for action. Managed Services will provide dedicated problem support as well as management of Tripwire Apps. Managed Services will build custom reporting and dashboards and perform detailed results analysis. Tripwire Dynamic Software Reconciliation is included as a subscription in this level at no additional cost.

ADVANCED PLUS

At this tier, we are tightly integrated into customer change and compliance practices, assisting with reconciliation of change and prioritization of remediation activities. This tier includes a program coordinator to ensure ongoing client satisfaction and to prioritize work activities. Operational documentation is a key part of this offering and will serve as a guideline to the customer on their internal practices. Tripwire Integration Framework is included as a subscription at no additional cost.

SERVICE TIER DESCRIPTIONS: TRIPWIRE ENTERPRISE

Features	Essential	Advanced	Advanced Plus
Management			
Console Maintenance	Included	Included	Included
Content Maintenance	Included	Included	Included
Service Status Updates	Monthly Meeting	Weekly Meeting	~2x/week Meetings
Service Plan Development	Included	Included	Included
Asset Onboarding	Included	Included	Included
FIM Content Tuning		Included	Included
Customer Requests	6/month	12/month	Unlimited
User Management		Included	Included
Custom App Monitoring Configuration		Up to four	Unlimited
Dashboard and Reporting Maintenance	Included	Included	Included
Dashboard & Report creation		Included	Included
Monitoring			
Console Health Monitoring	Included	Included	Included
Report distribution	Included	Included	Included
Event Handling		Included	Included
Task Completion	Included	Included	Included
Agent Health	Reporting only	Included	Included
Business Process Integration			
TW Apps Management		Included	Included
TW Apps Upgrade		DSR Only	Included
TW Apps Licensing		DSR Only	DSR, TEIF
Remediation Prioritization			Included
Change Reconciliation (promotion)			Included
Regulatory			
Policy Tuning and Guidance			Included
Waiver Management			Included
Audit Assistance		Included	Included

» Continued on following page

SERVICE TIER DESCRIPTIONS: TRIPWIRE ENTERPRISE (CONTINUED)

Management Consulting			
CISO + Executive Review			Included
Organizational Grading			Included
Operational Use Plan Update			Included
Service Performance Reviews	Annually	Quarterly	Bi-monthly
Tripwire TRO Prescriptive Policies and Content			Included
Program Coordinator (Project Executive)			Included
Analysis and Problem Support			
Reporting Analysis		Included	Included
Defect Support	TCC	Managed Services Lead	Managed Services Lead + escalation priority
Agent Health Analysis	TCC	Managed Services Lead	Managed Services Lead + escalation priority
RCA/RFO Process		Included	Included
Product Deployments			
Policies	FIM + one policy	FIM + two policies (standard policies only)	Unlimited + support of custom policies
Real Time Functionality		Included	Included
Custom Policies			Included
Custom App Monitoring		Four Apps	Unlimited
Named Users	Two	Four	Six



◆ Tripwire is a leading provider of security, compliance and IT operations solutions for enterprises, industrial organizations, service providers and government agencies. Tripwire solutions are based on high-fidelity asset visibility and deep endpoint intelligence combined with business context; together these solutions integrate and automate security and IT operations. Tripwire's portfolio of enterprise-class solutions includes configuration and policy management, file integrity monitoring, vulnerability management, log management, and reporting and analytics. ◆

SECURITY NEWS, TRENDS AND INSIGHTS AT TRIPWIRE.COM/BLOG ◆ FOLLOW US @TRIPWIREINC ON TWITTER