



## Remote Smart Service

The Remote Smart Service helps you get the most out of your Network Sentry implementation, based on your requirements. Our highly qualified and experienced consultant will leverage Network Sentry to help you create the appropriate policies and procedures that will enable you to ensure network security across your organization.

### Bradford Networks' Remote Smart Service deliverables include:

- Action plan (Work Order)
- Dedicated Bradford Networks' Technical Expert
- Four (4) hour remote session focused on your requirements
- Smart Service summary and status report

### Project Planning

Bradford Networks' Project Manager will collaborate with the customer to collect requirements and create an action plan, which will be documented in the work order. The customer must perform any pre-requisite tasks noted in the work order prior to the remote service session. Once the scope of work is agreed upon and documented, the remote service session will be scheduled.

### Implementation

The service engineer will back up the current database and configuration files prior to commencing the service effort. The Remote Smart Service will be implemented as documented in the Work Order via remote web conference. Upon completion of the service, the engineer will validate the new functionality.

### Post Deployment

Within five (5) business days of completion of the Remote Smart Service session, the Project Manager will deliver the Smart Service summary and status report to the customer to close out the project.

### 3-STEP SERVICE DELIVERY

#### 1. Project Planning

- » Document requirements
- » Establish action plan
- » Customer performs pre-requisite tasks
- » Schedule remote service session

#### 2. Implementation

- » Back up current configurations, profiles, and data
- » Implement service
- » Validate new functionality

#### 3. Post Deployment

- » Deliver Smart Service summary and status report



**CHALLENGES**

- » Enhance security posture and reduce risk
- » Ensure proper configuration and deployment with limited solution experience
- » Obtain greater value from product investment without over utilizing existing staff
- » Ensure best practices are implemented
- » Train staff on features and functions quickly to get immediate value from the solution

**BENEFITS**

- » Further leverage the features and benefits of your Network Sentry solution
- » Dedicated technical expert
- » Get immediate value from your Network Sentry solution
- » Enhance the value of existing security solutions with additional network information

**DELIVERABLES**

- » Collaborative Work Order
- » Dedicated Bradford Networks Technical Expert
- » 4-hour remote session
- » Remote Smart Service summary and status report