



# **Implementation Health Check**

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# Introduction

Safetica offers Safetica professional services by a team of in-house Solution Engineers, who have experience from hundreds of Safetica deployments ranging from small, 50-seat companies, all the way to international projects spanning thousands of endpoints.

This document describes the scope of Health Check professional service.

The service is best suited for companies that require vendor-based expertise after an implementation, and for partners who do not have the required Tier certification to implement project independently.

Health Check is not a mandatory part component of Safetica licenses, but mandatory for certain orders. More information can be found in the [Safetica Partner Program](#). **Partners are also encouraged to deliver Safetica as a part of their business model.**

## Scope of Health Check

The scope of Health Check service is designed to check the Implementation of Safetica based on customer's environment, their requirements, and Safetica Best Practices. The goal is to provide recommendations of changes of the configuration, help with implementation of customer's requirements or application of best practices, leading to better security state of Safetica-covered environment. Service is provided within one man-day of work.

In general, Health Check involves the following activities:

1. Check of the Safetica runtime requirements
2. Check of the correct Safetica products installation
3. Check of the communication of all Safetica components
4. Check of the initial product configuration and maintenance configuration
5. Check of records and consultations about Security Audit, if required and necessary
6. Suggestion and configuration of best practices in regard to configuration of Safetica
7. Prophylaxis of Safetica Management Service
8. Prophylaxis of Microsoft SQL Server (running Safetica database)

As a result of Health Check, the customer will be provided with:

1. Service completion report, including the complete protocol
2. List of post-check recommendations

As with any software maintenance access, there are requirements that must be fulfilled in order to perform Health Check. A customer (or their partner) is responsible for securing these requirements:



1. Remote access to physical or virtual or cloud server running Safetica Management Service
2. Remote access to MSSQL server with Safetica database
3. Remoting options, by means of RDP/ISL/Teams/other ways connection
4. VPN access and credentials, if necessary
5. A dedicated IT administrator on customer's side, who will act as the main point of contact for Safetica and the partner, and will allow and authorize ad-hoc hands-on activities stemming from the check

## Definition of Working Hours

Business hours are defined in our [Safetica Customer Support SLA](#) document.

## General Conditions

### Service Delivery

- Service will be delivered remotely, which requires a certain level of participation by the customer.
- Other options, like on-site implementation, for delivery method can be considered individually. All costs of such method will be covered on top of the order. For more details, please contact your channel/account manager.

### Language

- Safetica Delivery in-house team provides all services and communication in English.

