

PROFESSIONAL SERVICES IMPLEMENTATION

FireMon's Security Policy Management solutions lead the industry with unrivaled scalability, flexibility, and real-time capabilities—but that's only part of our story. FireMon's Professional Service team guides our clients through each phase of implementation, ensuring the service is set up and integrated quickly and efficiently. With over 2000 implementations over 15+ years, FireMon Professional Services has a proven implementation process focused on delivering outcomes and optimizing your time to value.

What to Expect through Implementation

With five service offerings of Professional Services implementation to choose from, you will find the right fit for your organization. Implementation will typically take between 9-13 weeks depending on your environment and the availability of the required resources in your organization. FireMon will coordinate with your team to confirm scope, timelines, and implementation readiness. Then assist with planning, scheduling, developing, executing, and reporting on your custom Implementation project plan.



* Assumes architectural environment is agreed to during the sales process and devices can be provisioned. Proposed timeline is dependent on resource availability.

Initiate - FireMon will provide a technical consulting session to review, provide guidance, and assist planning your installation of FireMon Software in their Deployment Environment.

Environment Prep – FireMon will provide an Implementation Readiness Checklist in advance of this phase. If you opt for a distributed architecture, you will need to provision the deployment environment in accordance with FireMon's requirements.

Install Software - FireMon will review your self-installation to verify core functionality of the FireMon Software, including, by way of example: Retrievals functioning correctly / Configurations normalizing correctly / Receiving usage via syslog/LEA/hit counters / Verifying change detection is configured correctly / Authentication configured (i.e., LDAP, RADIUS) / User group permissions are properly defined / Validate SMTP is configured correctly / Backup process configured / Zones and network segments imported.

Demo and Deploy - FireMon will provide an additional session to review the configuration and demonstrate the prioritized use case(s) in the deployment environment to the business owner to ensure the desired outcomes are achieved and that they can begin to use the solution immediately. FireMon will provide additional technical consulting session(s) for the configuration and operation of the FireMon Software as needed.

Closeout – This includes a Health & Architecture Review and FireMon Runbook. The Health and Architecture Review is a snapshot of the current health / configuration of your current deployment of FireMon, including System Inventory, Health Assessment, Commands, and Server Health.

FireMon Runbook is a reference document that outlines tasks and troubleshooting to ensure FireMon and device health: / Daily Tasks / Weekly Tasks / Monthly Tasks / Quarterly Tasks / Basic Troubleshoot

Operational Transition – Our team will ensure a smooth transition to support / CXM, while you take advantage of the