

Professional Services: Taegis™ Enablement

The Ultimate Complement to Your Taegis Purchase

Add an Extra Boost to Your New Taegis Purchase

Secureworks® Taegis Enablement Services provides two options to jump start your journey with the Taegis platform, helping to realize rapid time-to-value and maximize solution effectiveness from the beginning of your experience with Taegis ManagedXDR, Taegis XDR, or Taegis VDR.

As part of Taegis Enablement Services, the Secureworks Professional Services team delivers sessions to maximize your solution potential, including Taegis general consultancy, training, integration assistance, standard playbook development, and more. Realize the benefit of this additional support, education, and configuration of the Taegis platform to your environment, and optimize your new purchase by working with Secureworks experts who know the ins and outs of our platform solutions.



CUSTOMER BENEFITS

Expedite your onboarding experience by optimizing Taegis for your environment and priorities, establishing a strong foundation early in solution delivery

Learn the best ways to use Taegis, leveraging the vast knowledge of our Professional Services team of experts to raise your staff's adoption and usage of the platform

Accelerate your time to value and return on investment from Taegis, maximizing the impact of our solutions on your business by enabling enhanced security

Gain a comprehensive understanding of best practices for administrator and analyst roles, ensuring greater use of your data in Taegis to produce greater security monitoring outcomes

Enablement Services Options

Secureworks Professional Services provides two options for customers who wish to go beyond self-onboarding: Taegis Enablement Core and Taegis Enablement Plus.

ACTIVITY	TAEGIS ENABLEMENT CORE	TAEGIS ENABLEMENT PLUS
Dedicated Project Manager	Yes (Up to 8 Hours)	Yes (Up to 12 Hours)
Introduction & Discovery Session	Yes	Yes
Taegis Administrator Training	Yes	Yes
Taegis Analyst Training	Yes	Yes
Taegis Advanced Search Training	Yes	Yes
Proactive Response Enablement	Yes	Yes
Standard Taegis Playbook Deployment	Yes (Up to 5 Playbooks)	Yes (Up to 10 Playbooks)
Custom Alert Rule Creation	Yes (Up to 5 Rules)	Yes (Up to 12 Rules)
Report Creation (using Taegis Search)	Yes (Up to 5 Reports)	Yes (Up to 8 Reports)
Auto Investigation Creation	Yes (Up to 3 Investigations)	Yes (Up to 5 Investigations)
Scenario Based Training	-	Yes (Up to 2 Scenarios)
Project Closure & CSM Transition	Yes	Yes
Taegis Enablement Assistance	10 Hours	40 Hours
TAEGIS ENABLEMENT ASSISTANCE	10 HOURS TO USE FOR:	40 HOURS TO USE FOR:
Data Collector Deployment Assistance	Yes	Yes
Data Source & Cloud Integration Support	Yes	Yes
Taegis Agent Deployment Support	Yes	Yes
New Data Source Data Validation	Yes	Yes
Taegis API Support & Guidance	Yes	Yes
Additional Auto Investigation Creation	Yes	Yes
Additional Taegis Playbook Development	Yes	Yes
Additional Custom Rule Creation	Yes	Yes
Additional Report Creation	Yes	Yes
Custom Automations	Yes	Yes
Taegis NDR Configurations	Yes	Yes
Custom Training	Yes	Yes
Taegis Custom Parser Training	-	Yes
Scenario-Based Training	-	Yes
Taegis VDR Administrator Training	-	Yes
Taegis VDR Configuration Support	-	Yes

Taegis Enablement Core

Taegis Enablement Core is led by a Secureworks Professional Services Consultant and is centered on areas to accelerate your initial Taegis knowledge and experience:

- **Dedicated Project Manager:** Taegis Enablement Core includes up to 8 hours of project management to help you plan and govern your Taegis deployment efficiently, reducing time to value
- **Introduction & Discovery Session:** Confirm and provide prioritization for asset and API integrations, identify best practice locations for data collectors, and understand who will be interacting with the Taegis platform
- **Taegis Administrator Training:** Aids in expediting your administrators' familiarization with Taegis to accelerate integrations and data ingestion
- **Taegis Analyst Training:** Explains how to confidently utilize events, alerts, and investigations in the platform
- **Taegis Advanced Search Training:** Dive deeper into the advanced searching capabilities and learn how to fully exploit your stored event and alert data
- **Proactive Response Enablement:** Select from a variety of available proactive response actions such as blocking a host or disabling a user
- **Standard Taegis Playbook Deployment:** Explores automation capabilities to create and deploy playbooks aligned to your core integrations
- **Custom Alert Rule Creation:** Learn how to create rules to satisfy business-oriented security monitoring use cases
- **Report Creation (using Taegis Search):** Operational report creation using Advanced Search and widget functions
- **Auto Investigation Creation:** Creation of templated investigations that will be created when Medium severity or Custom Alerts are detected

Taegis Enablement Core also includes 10 hours of Taegis Enablement Assistance, for use on the following additional areas:

- **Data Collector Deployment Assistance:** Let us help you identify the best locations and utilize best practices when deploying your cloud or on-premise data collectors
- **Data Source & Cloud Integration Support:** Receive assistance, guidance, and advice on which data sources and cloud services to integrate and how
- **Taegis Agent Deployment Support:** Assistance and guidance on how to test, deploy, and maintain your Taegis agents deployed across your environment
- **New Data Source Data Validation:** Be confident that events and alerts from your data sources are arriving and being parsed as expected

SECUREWORKS DIFFERENTIATORS

Lessons learned and knowledge gained from working with thousands of Taegis customers

Meet you where you are to help accelerate your security maturity journey

Expertise and guidance from the continued evolution of Taegis solutions and capabilities

Access to Taegis experts who know how to help you optimize solutions and maximize time to value

- **Taegis API Support & Guidance:** Utilize Taegis' expansive API capabilities for additional reporting, visualization or business tool integration
- **Additional Auto Investigation Creation:** Expanded creation of templated investigations that will be created when Medium severity or Custom Alerts are detected
- **Additional Taegis Playbook Deployment:** Expanded creation and deployment of playbooks using automation capabilities
- **Additional Custom Rule Creation:** Expanded creation of custom rules to meet more use cases
- **Additional Report Creation:** Set up more reports using advanced search and widget functions
- **Custom Automations:** Establish connections to perform a variety of tasks to drive efficiencies
- **Taegis NDR Configurations:** Guidance on setting up your Taegis NDR technology
- **Custom Training:** Training activities based on your unique requirements and desired outcomes

At the end of Taegis Enablement Core, the Consultant will meet with you to close the Enablement project and hand off to your Customer Success Manager.

Taegis Enablement Plus

Taegis Enablement Plus features a Secureworks Professional Services Consultant and a Project Manager leading you through the areas included in Taegis Enablement Core, plus additional areas focusing on Scenario-Based Training, and expanded Standard Taegis Playbook Development, Custom Alert Rule Creation, Report Creation, and Auto Investigation Creation.

Taegis Enablement Plus also includes 40 hours of Taegis Enablement Assistance, for use on the areas included in Taegis Enablement Core, along with additional activities:

- **Taegis Custom Parser Training:** Covers how data from unsupported data sources can be ingested, parsed and used by Taegis
- **Scenario Based Workshop:** Reinforces newly gained Taegis knowledge and tests your staff to demonstrate their use of searches, alerts and investigations with MITRE ATT&CK-aligned scenarios
- **Taegis VDR Administrator Training:** Understand how to maximize your VDR investment with function and feature education, along with best practice approaches and recommendations
- **Taegis VDR Configuration Support:** Delivers guidance on initial configuration for key functionality such as scanner deployment, team and tag creation, authenticated scanning, and prioritization and reporting

At the end of Taegis Enablement Plus, the Consultant and Project Manager will meet with you to close the Enablement project and hand off to your Customer Success Manager.

About Secureworks Professional Services

Secureworks Professional Services is a dedicated team of security experts who understand the power of Taegis, and help customers optimize our platform and solutions. Our experts lead new and existing customers through a variety of flexible service offerings that tap into our experience as a security leader, refined from years of deploying and delivering software-based solutions to organizations of all sizes, across all industries, and solving for a wide range of use cases our customers desire to achieve.



Secureworks is a global cybersecurity leader that secures human progress with Secureworks® Taegis™, a SaaS-based, open XDR platform built on 20+ years of real-world detection data, security operations expertise, and threat intelligence and research. Taegis is embedded in the security operations of thousands of organizations around the world who use its advanced, AI-driven capabilities to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.



For more information, call **1-877-838-7947** to speak to a Secureworks security specialist. secureworks.com