

# Secureworks® Professional Services

Accelerate your Taegis™ experience and get more value out of your solutions faster with a full suite of available enablement and educational services



## BENEFITS

Optimize Taegis onboarding and enablement

Realize rapid time to value upon solution deployment

Experience continual value from onboarding to throughout steady state

Securing your mission and getting continuous value from security investments is critical for protecting and growing your business. Professional services are designed to deliver timely implementation of your security solution, accelerate time to value, and maximize your solution’s effectiveness against cyber threats.

Secureworks Professional Services help boost your organization’s usage and knowledge of Taegis solutions. They are delivered by a team of security experts who understand the most effective ways to deploy and use the Taegis platform to raise your resiliency against the seemingly constant barrage of cyberattacks facing your organization.

## Reasons for Organizations to Deploy Professional Services

**Expert Guidance:** Access to specialists who can ensure solution implementation and help organizations optimize the solution beyond onboarding activities

**Structured Approach:** Leverage proven methodologies in deploying the solution, expediting a fuller, richer experience from Taegis

**Skills Development:** Flatten the learning curve with ongoing education and enablement, allowing internal teams to quickly become comfortable with the solution and maximize its value

**Security Maturity:** Foster development of a strong security posture and accelerate an organization’s security resiliency to reduce cyber risk

# Introducing Secureworks Professional Services

Secureworks Professional Services provide Taegis-orientated offerings that accelerate learning and your ability to maximize use of the Taegis platform. This flexible portfolio delivers simple, agile solutions for customers who need help with onboarding, enabling and enhancing their use of Taegis, and expediting their time-to-value from Taegis solutions. With Secureworks Professional Services, our security experts can share the knowledge and lessons learned from enabling and supporting Taegis customers of all sizes and across all industries globally.

## The Right Outcomes

Secureworks Professional Services are designed to enhance and optimize your Taegis experience:

|                                  |   |
|----------------------------------|---|
| <b>New Taegis Customers</b>      | Jump-start your onboarding experience with focused support on deploying endpoint agents, introducing your staff to the Taegis platform, and integrating the solution into your operational workflows.                                     |
| <b>Existing Taegis Customers</b> | Realize additional value from your solution beyond onboarding with service options to drive optimization, increase your staff’s knowledge and comfort with using Taegis, and recommendations to further fortify your security resiliency. |




## Secureworks Professional Services

There are two onboarding and enablement options available to help new customers immediately adopt Taegis into their everyday duties: Taegis Enablement Core and Taegis Enablement Plus. Existing customers who have completed onboarding can further their Taegis education and adoption with two additional options: Taegis Health Check and Taegis Training.

| Professional Services Offerings | Benefits   |
|---------------------------------|--|
| <b>Taegis Enablement Core</b>   | <ul style="list-style-type: none"><li>• Our initial assisted onboarding service that provides customers with additional support, education, and tenant configurations that expedite adoption and return on investment at the beginning of their time with Secureworks.</li><li>• Features a variety of activities including enablement assistance sessions, administrator and analyst training, environment discovery, standard Taegis playbook deployment, custom alert rule creation, and proactive response enablement.</li><li>• Engagements are delivered by a Secureworks security consultant.</li></ul> |

| Professional Services Offerings | Benefits   |
|---------------------------------|--|
| <b>Taegis Enablement Plus</b>   | <ul style="list-style-type: none"> <li>Builds on the Core offering with expanded enablement assistance sessions, additional playbook deployment and rule creation, plus additional sessions for report creation, custom parser training and scenario-based training. This offering also includes governance and planning services from project management resources highly experienced in Taegis adoption.</li> <li>Engagements are delivered by a Secureworks security consultant and a project manager.</li> </ul>   |
| <b>Taegis Health Check</b>      | <ul style="list-style-type: none"> <li>Measure adoption and reinforce confidence on how Taegis automated processes, custom rules, reporting, and technology integrations are contributing to the customer's overall security posture.</li> <li>Outcomes include platform actionable recommendations, along with a three-hour session to review and implement identified recommendation to further enhance adoption of Taegis and drive increasing return on solution investment.</li> <li>Engagements are delivered by a Secureworks security consultant.</li> </ul> |
| <b>Taegis Training</b>          | <ul style="list-style-type: none"> <li>Expand Taegis knowledge with additional training sessions, delivered by a Secureworks security consultant.</li> <li>Outcomes include four hours of ad-hoc training, and a choice of either two sessions from administrator, analyst, advanced search, or custom parser training, or one scenario-based training session.</li> </ul>   |

## Why Secureworks Professional Services?

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**Solution Expertise:** Tap into our experience of helping customers of all sizes, in all industries, to get the most from their Taegis solutions.
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**Service Flexibility:** Select the services that fit your needs, whether just starting your Taegis journey or you have been a customer for years.
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**Leading Guidance:** Benefit from our knowledge of the cyber threat landscape to raise your overall resiliency and maturity.

## Secureworks®

Secureworks (NASDAQ: SCWX) 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 over 4,000 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](https://secureworks.com)