

Managed Services

Solutions and services you can trust

Why use OPSWAT Managed Services?

- Reduce your IT costs and conserve your capital budget
- Augment your IT resource limitations
- Have OPSWAT experts manage your OPSWAT products
- Maintain a proactive approach to OPSWAT solutions
- Quickly update your solutions as your needs and data sets evolve
- Help you stay focused on your core business

The best team should be managing your OPSWAT solutions. Our Managed Services teams have both OPSWAT subject matter expertise and years of experience managing systems for enterprise customers. This combination results in our team being the most economical and efficient way to manage your OPSWAT solutions.

What is OPSWAT Managed Services?

OPSWAT Managed Services experts help you build out the systems and services that best suit your specific needs. OPSWAT specialists proactively service your MetaDefender and MetaAccess systems, including:

- Monitoring performance and status of all systems
- Enforcing standard Change Management processes
- Ensuring the latest OPSWAT product updates are applied
- Immediately reacting to and addressing issues
- Fielding questions from your IT staff
- Interacting directly with OPSWAT Support, Product and Engineering teams for continuous improvement



Benefits

Immediate product expertise

Our experts have years of experience working with the product and deep relationships with OPSWAT product engineers

A proven service methodology

Our methodology is designed and honed to provide best practices on sustaining and optimizing the solution and your users' experience

Minimizing effort, maximizing value

Minimize the learning curve and effort for your IT, security, and audit teams, freeing up resources while maximizing the value of OPSWAT innovative security platform.

Get your configuration right from the start

We guide you through the process of configuring OPSWAT to suit your organization's needs and security policies.

A strong partnership with OPSWAT

Our "boots on the ground" at your organization influences our feedback to the Product and Engineering teams, ensuring that your needs are getting prioritized attention

OPSWAT.

Professional Services

The Challenge

- You don't have IT staff available to manage your OPSWAT solutions
- You don't have staff trained on OPSWAT products
- You expect your OPSWAT implementation to be optimized to your requirements, even as those requirements change

The Solution

- With our team managing your OPSWAT products, you don't need to devote your own IT staff to the job
- Our staff are experts on configuring, deploying, and sustaining OPSWAT solutions. You will be up and running on an OPSWAT solution optimized for your environment without needing any upfront training.
- With our monitoring and analysis tools, we ensure that the solution remains stable and optimized to your environment, even as that environment evolves

How it Works

What does this service cover?

The service is tailored to your needs and the solution sets you are using.

Examples of coverage include:

- Server Monitoring
- Patching and upgrades
- Definition update management
- Management reports
- Internal KB / FAQ publications
- Help desk for end users
- Ongoing training

Who provides this service?

This service is provided by engineers and staff from OPSWAT Professional Services. Our Professional Services team of experts have years of combined experience in cyber security software management. All our experts are OCIPA certified via OPSWAT Academy.

You will have a Technical Account Manager (TAM) to ensure that your expectations stay aligned with the delivery we provide by meeting regularly with your organization's management and operations teams, providing KPI reports, monitoring operational dashboards, and coordinating all work done by the OPSWAT team.

What environments are supported?

Our managed services are provided on any platform that hosts OPSWAT products, which includes the latest Windows Server instances, Windows PC instances, and several Linux distros. Our services are provided for on-premise environments, cloud environments (AWS and Azure), and hybrid environments.

Get Started

Get more information about our managed service offerings — submit a **Contact Request** or call us today.

- OPSWAT.com/contact
- +1 415 590 7300 [ext 3]

OPSWAT.

Trust no file. Trust no device.