

Brief

Skybox Professional Services

Deployment, training,
consultation and beyond

Deployment methodology

Skybox Security's deployment methodology is designed to help customers achieve rapid solution adoption, improve time to value and reduce total cost of ownership. We focus on a well-defined set of use cases designed to provide incremental value to the business.

Our approach is both iterative and collaborative to ensure we focus on use cases that are relevant to your business.

Over twenty years, Skybox has implemented its solutions with hundreds of customers across almost every industry around the globe. Through tens of thousands of implementation hours, Skybox has created an expansive knowledge base. We leverage this repository to create a head start for your company's engagement, delivering:

- + Best-in-class processes
- + Out-of-the-box configuration, rule, and access compliance policies
- + Pre-defined reports and dashboards
- + Out-of-the-box workflows for firewall change management
- + 150+ pre-built connectors to various vendors

Professional services offered by Skybox

Core deployments: solution activation for new or existing customers

Upgrades and migrations: software upgrades and hardware migrations for customers using the Skybox appliance

Integration solutions consulting: technical development services to integrate Skybox with your environment

Health check assessments and remediations: consultation to assess performance and configurations, and implement recommendations

Training: self-guided or instructor-led training of standard or customized courses

Sometimes, more complex needs arise during solution activation (e.g., integrations with third-party tools such as ticketing systems). These needs are tackled in parallel with solution implementation sprints, so that they don't interfere with your time-to-market goals.

Value realization workshop

At Skybox, we're focused on your success. That's why the activation process starts with a value realization workshop to help you define the metrics and operations that are most important to your business, and will have the biggest impact on your success. This workshop helps to define the scope of the solution as well as how we will work together to collectively meet your goals.

We know it's important to our customers to not just strategize but experience the value of the solution right away. Using our inventory of use cases, we'll help you define the items that will get you the quickest wins possible. These use cases can be easily configured to meet the needs of your business. They also give you a head start, as they are built leveraging the lessons learned from the many years of previous deployments.

Solution activation

We provide a detailed deployment prerequisites document to get the project off to an optimal start. This document helps ensure we're not just "installing a product"; we'll work closely with you to integrate Skybox into your organization's security operations, and use a comprehensive project plan to drive the deployment to success.

We'll also work with you on determining if a turnkey or customized solution is right for you. If customization is the right choice, we'll collaborate with your internal teams to configure a representative sample of the solution, then provide the consulting hours necessary for your teams to complete the configuration.

Training

Training is an important component to ensure you're able to get the expected value out of your Skybox solution. It's recommended that customers start with the self-guided online course, [Skybox fundamentals - getting started with Skybox Manager](#) to ensure proper activation and early use of the Skybox platform.

Customers can also take advantage of additional end-user and administrative training packages to enable their teams' optimal use of the platform. These courses are led by a Skybox instructor and are offered in a virtual or in-person format. Standard courses are available or custom courses can be tailored to fit your organization's needs.

[Learn more about Skybox training >](#)

Adoption services

Adoption consulting services are an extension of Skybox Professional Services and are designed to help our customers confidently utilize the products, services or features purchased, immediately after production. Adoption consulting services are intended to accelerate customers realization of the value of the solutions implemented. Activities include office hours for general Q&A, reporting and dashboard best practices, business process alignment, and hands on enablement. There are 3 areas of focus:

- + **Training, communications and engagement:** Work with customer stakeholders to ensure that the project plan accounts for the different training paths for end users, administrators offered by Skybox to ensure a seamless onboarding experience.
- + **Initial user-onboarding and accelerated adoption:** Work with customer stakeholders to ensure timely access to Skybox support team as users start to utilize the platform.
- + **Adoption monitoring and business outcomes management:** Where applicable work with customer stakeholders to identify metrics and measures to monitor and measure outcomes.

Post deployment

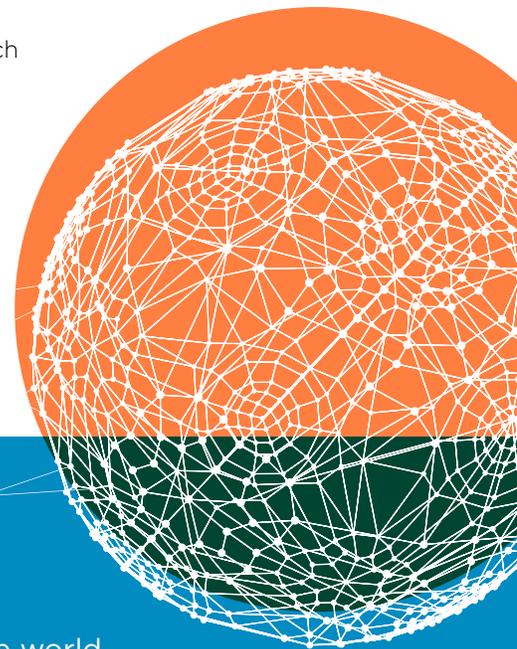
We know that to achieve maximum success, customers and their users require on-going support in terms of project planning, strategic guidance and technical execution. To assist in these matters, we have a resident engineer team to help you gain greater value from your investment and sustain ongoing application support.

Resident engineers and other post-deployment services offer you the dedicated expertise to ensure you are making the right decisions to reach optimal performance, reliability and scalability. We continually measure adoption and provide recommendations to improve user interaction with the solution, and help you demonstrate the ROI and overall improvements in your processes.

[Learn more about the Skybox Health Check Program >](#)

Skybox's mission is to help you achieve your goals as fast as possible. Our approach to value delivery helps you achieve success quickly, cost effectively and with as little internal disruption as possible.

Rest assured, Skybox Professional Services is there to support you through every phase of your use of our solution.



ABOUT SKYBOX SECURITY

Over 500 of the largest and most security-conscious enterprises in the world rely on Skybox for the insights and assurance required to stay ahead of their dynamically changing attack surface. Our Security Posture Management Platform delivers complete visibility, analytics and automation to quickly map, prioritize and remediate vulnerabilities across your organization.

skyboxsecurity.com