



PROFESSIONAL SERVICES

Solutions consulting

Overview

Skybox Security's open platform enables integration with external systems, including SOC, ticketing systems, and portals.

The Skybox APIs are based on web services that are applicable within most programming environments.

Skybox's integration methodology is designed to help customers to achieve added value by integrating with other systems and data sources to accomplish complicated use cases.

Solutions offered

- + **Introduction ticketing system integrations**
Sync Skybox deployed module (Change Manager, Vulnerability Control) with customer's ITSM, to automate and enrich processes.
- + **Customization scripts**
Integration with other data sources, enrich data in Skybox model, export data, create custom reports, perform automation and more using Skybox's APIs.
- + **Modeling of unsupported devices**
Develop connectors and parsers for devices which are not supported by Skybox as well as enhancement of supported devices.

Benefits of Skybox Solutions

- + Improve firewall change process using automated, flexible, customized and streamline workflow, using Skybox analytics results and Change Manager features.
- + Improve monitoring, auditing and Skybox analytics result processes.
- + Automate daily tasks to reduce engineers' effort and time.
- + Populate customer's business data into Skybox databases, for better focused analysis.
- + Complete Skybox model by adding missing devices or missing configuration.

Service offerings

Skybox Solution Consulting Services

Skybox's Global Solution Consulting team is part of our Professional Services Organization and has extensive expertise working on several Solution projects at Enterprise Customers across the world.

Whether you need our PS team's assistance with turnkey deployment or technical assurance services, we're focused on your success and are available to stand alongside you every step of the journey.

Turnkey Deployment by Skybox

End-to-end implementation of integration and scripts by Skybox PS, from understanding the use case and goals, design and scoping, development, and testing, deploying the integration, performing user acceptance testing, documentation, and support.

A solution architect and a developer will work with you to define the integration flow and scope. Once agreed, the solution will be implemented by Skybox.

Technical Assurance Services (Consultancy)

For Customers who want to utilize our publicly available APIs to build their own solutions we provide Consultancy services. These are hours that can be used to take advantage of Skybox experts' consultancy services. Skybox can help with technical consultancy while your developers implement the integration using our APIs.

The tasks that we can assist with include workshops to review the integration requirements and use cases, assisting with design and providing constant support relating to any integrations that use our APIs.

Post Deployment

Based on our experience, we know that to achieve maximum success, Customers and their users require on-going support and maintenance of the scripts.

Customers with the requisite skill set and knowledge can maintain the integrations and customization script. Skybox will ensure that your support organization gains the requisite knowledge transfer.

Alternatively, we can provide an estimate for Skybox to assist and provide ongoing support for your integration and custom scripts. This includes access to the expertise of our PS Integration team who will help you gain greater value from your investment and sustain ongoing application support.