

Delinea Professional Services

Draw on the expertise and best practices gained from thousands of implementations

Whether you're new to Delinea or if you've been a Delinea customer for years, the Delinea Professional Services team helps you deliver optimal return on investment, reduce risk, and increase time-to-value. From initial design and deployment through integrations and customizations, our delivery methodology is flexible for environments from a few to millions managed resources. When you choose to engage with the Delinea Professional Services, you're not just hiring a consultant, you're hiring an entire company who is 100% dedicated to your success. You'll be working directly with the best Delinea implementation experts in the world to help you achieve your business and technical goals.

Addressing your specific needs

No two companies vision, requirements, and budgets are exactly the same. To help your specific needs, Delinea provides our customers with both packaged or custom services solutions that can be tailored to your very specific requirements and budget no matter how complex, or unique your situation.

Our Professional Services portfolio offers the necessary help that customers require throughout their entire product life cycle.

Assuring ease of implementation: Delinea Jump Start packages

Our fixed-priced Delinea Jump Start packages are founded on best practices developed through decades of implementation experience across thousands of different customer environments and are organized by Delinea product lines, as well as the size of your environment.

The Delinea Jump Start packages include training for two Delinea administrators (additional training seats can be purchased separately), best practices design, and a pilot deployment of Delinea in your environment. From there, most customers feel fully enabled to continue the deployment utilizing their own internal resources. However, if desired, additional Delinea Professional Services can be leveraged to assist your team.

Delinea Professional Services methodology

Delinea Training

Training is arguably the single most important thing that a customer can leverage to help ensure success. Beyond complimentary online classes available via the Delinea University, Delinea offers product specific training as self-paced training courses or in a virtual classroom environment that will help you build a foundation of Delinea knowledge to both implement and support Delinea in your environment.

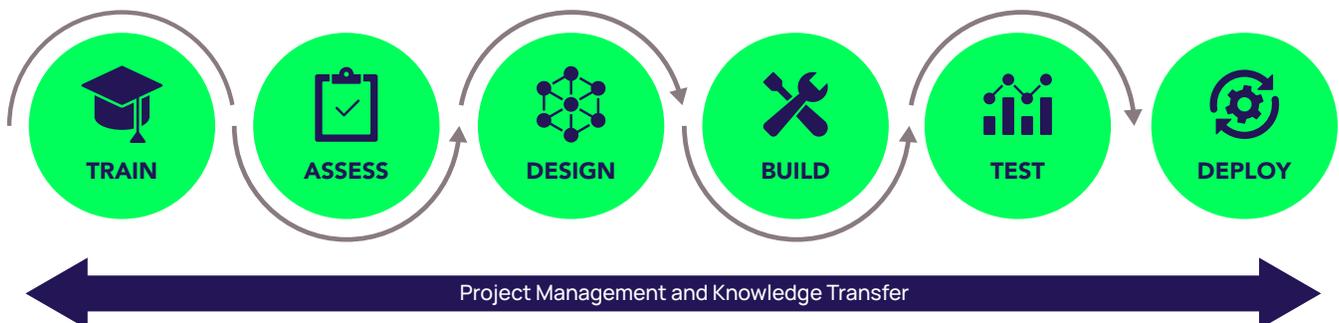
Training can also be delivered privately to administrators in your organization. The content is the same; however, a private training class gives you the opportunity to have even more people in your organization trained on the many benefits that Delinea products have to offer.

Custom-tailored implementation services

If a Jump Start Package isn't a good fit for your organization, Delinea is happy to build a Statement of Work that better maps to your specific business and technical requirements. Delinea's standard delivery methodology can easily map to any customer specific implementation or project management methodology.

Delinea Advisory Service

Sometimes you just need a little bit of help. The Delinea Advisory Service makes it easy for you to buy small buckets of consulting hours to help you with a script, some additional knowledge transfer, or whatever you may need. Bundles for 10, 20, and 40 hours are available.



Delinea Health Check Service

Are you getting the most out of your Delinea investment? Are you taking advantage of the latest features? Have best practices changed since Delinea was first implemented? What else outside of your initial use cases can you achieve with Delinea that you might not be aware of?

Let Delinea Professional Services or one of our highly qualified service partners give you peace of mind with the Delinea Health Check Service. This hands-on service examines your deployment to determine if it meets your current business requirements, follows recommended best practices from Delinea and the industry, and performs as efficiently as possible.

Our expert consultants will review not just the physical and logical configuration of your Delinea environment but also how you are using Delinea. We'll ask you to describe and walk us through your processes and procedures and give you honest feedback about what you might be able to do to improve not just your Delinea implementation, but your overall security posture as it relates to privileged access management.

The results will be given to you in a presentation format to easily let you see where you're doing well, or where some improvements can be made.

Delinea Staff Augmentation Service

If you're looking to maintain a Delinea expert on staff but don't want to deal with the hassle and expense of searching for, hiring, and then on-boarding an internal resource, Delinea can embed one of our expert consultants in your organization. You'll be getting dedicated Delinea expertise — an expert that will continue to be trained on the latest releases and features, as well as someone having priority access to Delinea's world-class Technical Support, Engineering, and Product Management teams.

Delinea Customization and Integration Services

If you're looking to expand your implementation or hook Delinea into other tools in your environment, we can build a solution to meet your needs.

Delinea offers out-of-the-box integrations into IT Service Management (ITSM) solutions like ServiceNow®, Identity Governance and Administration (IGA) solutions like SailPoint® Technologies, as well as SIEM solutions such as Splunk®, Micro

Benefits

- Enforce zero standing privileges and reduce lateral movement
- Product training developed and delivered by Delinea experts
- Leverage best practices developed through decades of implementation experience across thousands of diverse customer implementations
- Achieve up to 50% faster time-to-value when implementing Delinea in your organization
- On average, Delinea customers that leverage training and professional services open 60% fewer support tickets
- Reduce your administrative overhead
- A consistent, supportable implementation based on your existing business practices
- Reduce troubleshooting complexity
- A scalable Delinea implementation to strengthen your security posture
- Leverage all of the Delinea solutions that you've invested in and utilize them to their full potential

Focus® ArcSight®, and IBM® QRadar™. While these integrations are out-of-the-box and fully supported by Delinea, there may be additional customization that you might want to add on.

What if you are looking to integrate Delinea with your hybrid cloud environment or are looking to leverage our extensive API catalog to integrate privileged access management into your DevOps practices? Delinea consultants can help you with knowledge transfer, custom-development, and ongoing support of customizations.

Delinea

Delinea is a leading provider of privileged access management (PAM) solutions that make security seamless for the modern, hybrid enterprise. Our solutions empower organizations to secure critical data, devices, code, and cloud infrastructure to help reduce risk, ensure compliance, and simplify security. Delinea removes complexity and defines the boundaries of access for thousands of customers worldwide. Our customers range from small businesses to the world's largest financial institutions, intelligence agencies, and critical infrastructure companies. delinea.com