

# ACCELERATE INNOVATION TO MAXIMIZE YOUR RETURN ON INVESTMENT

## ADVANCED SOLUTIONS

BigFix Professional Services extend beyond deployment, optimization, upgrade, and consulting services. Advanced solutions offer a wide scope of BigFix platform extensions such as:

- Self-service application provisioning
- Run-book automation
- Applications security configuration controls
- Enterprise-wide device auditing (i.e. printer resources)
- Additional custom requirements

## BigFix Professional Services Accelerate Your Success

To maximize your return on investment in BigFix high-performance enterprise systems and security management solutions, we offer robust professional services. BigFix Professional services dramatically accelerate your success by utilizing the experience and know-how of talented technical professionals with vast capabilities in platform engineering, custom development, integration, remote and on-site training, and full lifecycle project management.

Field-tested professionals are skilled in harnessing the massively scalable architecture of our solutions. Highly experienced Fixlet and application developers deliver custom development to provide unparalleled “outside the box” innovation. World-class project managers employ the most efficient project toolsets and technical business analysis methodologies.

A majority of BigFix Professional Services are delivered remotely via WebEx and VPN, which allows us to assign the right expert to your project and help lower your costs.

### Implementation Services

**Deployment.** Deployment services provide assistance with hardware and software requirements; planning and installation of the BigFix server, console, and relays; agent testing; deployment of agents; and project management. Service options include: remote (16 hours), standard (32 hours), advanced (40 hours).

**Optimization services.** Optimization for customers of all sizes including reviews of hardware, configuration, and settings of the BigFix server and database; overall deployment usage, best practices for consoles and agents; relay deployment details, configurations and bandwidth throttling; performance testing for server insertion rates, console refresh rates, agent responsiveness, and other performance metrics. Service options include: remote (4 hours) and advanced (24 hours).

**Upgrade services.** Key activities typically include reviews of upgrade processes, potential changes of behavior, requirements, and features; pre-upgrade health checks; review of your current configuration including the impact on customized integrations; assistance with planning and/or performing component upgrades; post-upgrade health checks; and project management. Service options include: remote (4 hours) and advanced (24 hours).



## Solution Services

**Fixlet 5-pack.** Fixlets include OS configuration changes, software package deployment, and detection of problematic configurations.

**Anti-virus.** Anti-virus service includes an evaluation of current A/V deployment; Fixlets to remove existing A/V; modification of Fixlets to address edge cases; and coaching for deployment and configuration of BigFix Trend Micro A/V.

**Patch implementation.** This service comprises a needs assessment call; business and technical requirements; recommendations for baseline creation/maintenance or alternative for managing patch content; and on-site coaching for a normal monthly patch cycle.

**Packaged integrations.** Integration projects include a consult on deployment properties and custom properties; technical requirements and strategic recommendations; and custom code required to perform integration with on-site or remote assistance deployment. Additional packaged integrations include of ArcSight and/or Remedy components with deployment assistance.

**Power management.** This service includes evaluation of power management and usage; best practices and implementation guidance; enforcement of corporate power profiles; and assistance with reporting requirements;

**Security configuration and vulnerability management.** This service includes implementation and customization of security standards; vulnerability identification, assessment and reporting; and vulnerability remediation including operating system and application patch management.

## General and Advanced Consulting

General consulting services include development of custom Fixlets, development of custom reports, or consulting to implement various BigFix solutions. Advanced consulting services include development of custom applications for the core BigFix platform and integrations with third-party applications. Contact BigFix Professional Services of your Account Manager to schedule a free scoping consultation.

## Learn More

Get more information about BigFix Professional Services, including service details and pricing options:

**Email:** [professional\\_services@bigfix.com](mailto:professional_services@bigfix.com)

**Call:** 510 652-6700

## About BigFix

BigFix®, Inc. is a leading provider of high-performance enterprise systems and security management solutions that revolutionizes the way IT organizations manage and secure their computing infrastructures.

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