

# PointWire Service Offering

# Service Packages for Tanium

## Prospects / Value add

### Security Maturity

- Assessment with fact finding
- Gap analysis across 3 key sections
- Deeper dive into each section to establish current state
- Report with security score
- Recommendations for remediation or enhancement.

## New Tanium Customer

### Implementation

- Project scoping & definition
- Tanium core infrastructure commissioning
- Tanium Zone Server commissioning
- Agent deployment
- Module initialisation & configuration
- Handover & documentation

## New / Existing Tanium clients

### Advisory

- Service desk access
- Online support
- Best practice advice
- Technical advice
- Access to PointWire resources and knowledge base.

### Lite Touch

- Advisory +
- Remote & on site Technical Associate support
- Technical configuration and ongoing assistance
- Tanium console access for 3<sup>rd</sup> line technical support to assist internal teams.

### Fully Managed

- Lite touch +
- Extra on site support as required
- Technical resources to manage installations, configurations, and ongoing management of the estate either outsourced or as part of an internal team.
- Expert Technical Manager with dedicated technical Associate.