

# Enhanced technical services

FOR KASPERSKY® OPEN SPACE SECURITY

## Key benefits summary

- Quality assurance: all work is undertaken by certified specialists, underwritten by Kaspersky Lab
- Minimise disruption to your business during installation or migration
- Full risk mitigation during commissioning and ongoing operations
- Control costs with our simple, transparent pricing model covering all services
- Commercially flexible, as our services are billable as either capital or operational purchase
- Build your skills through knowledge transfer and training
- A quick and effective way to manage ongoing protection using one of the world's leading endpoint security solutions



## Make the most of Kaspersky® Open Space Security

You're in good company. More and more businesses worldwide are putting their trust in Kaspersky Open Space Security (KOSS) to provide them with the ultimate secure online environments.

We want to ensure that your transition to KOSS and your ongoing management of the system go as smoothly as possible. And if you later need to add further enhancements or functionality, our elite team of technical specialists will be there to help, too.

Nobody has more experience of deploying and managing KOSS than the people who design, build and support it. Our trained and certified consultants have years of experience in integrating Kaspersky Lab solutions into the most diverse and complex computing ecosystems. Our proven, replicable methodologies make installation and migration a breeze, and our health check, cleanup, training and on-site support services provide everything you need to optimise protection of your systems against viruses, malware and spam.

Kaspersky Lab provides a range of packaged services, individual services chargeable by the day, interim management solutions, and on-site support services. Our service delivery professionals have direct access to, and work with, Kaspersky Lab developers, analysts and architects worldwide. Whatever your security issues, we guarantee to be able to resolve them quickly and efficiently.

- Installation and migration
- Commissioning
- Health checks
- Virus cleanups
- Training
- On-site technical support

## Commissioning service

The KOSS commissioning service is typically undertaken in three stages, although the second and third of these are optional and dependent upon our client's existing in-house skills base.

### Stage 1: Installation

We plan the strategic rollout of your KOSS solution across all your networks, platforms and devices. We prepare your back office systems and carry out critical knowledge transfer with your staff.

### Stage 2: Migration

To ensure that the transition from your incumbent security solution goes smoothly, we use a variety of proprietary tools and customisable programs. With a Kaspersky Lab consultant on hand to manage the process, we aim to make migration as seamless and transparent as possible, without interrupting your business.

### Stage 3: Wrap-up

Depending on the complexity of the implementation, this stage is generally used to complete the migration, to fine tune the system, to implement any additional core security policies, and to perform additional training. Some clients prefer to pay for the third stage as part of their KOSS capital purchase, but to defer its use until a later date when a health check or other service may be required.

## Example standalone services

These example services are chargeable by the day, and can be billed up-front as part of the capital purchase of the KOSS solution or on an as-and-when operational basis.

### Health check

We can arrange both on-site and remote health checks of your network security. During a health check we examine the implementation of Kaspersky Lab products across your enterprise, advising on improvements and making corrections where appropriate.

### Virus cleanup

Should the worst happen, and your systems become infected by viruses or malware, we have the tools and experience to deal with the problem and to restore security as quickly as possible.

### Training

Apart from on-site knowledge transfer during commissioning – and our comprehensive online training tools – we also provide classroom training for your technical staff, enabling them to reach second line Kaspersky Lab Engineer certification.

### On-site technical support

Ad hoc analysis and resolution of issues across your enterprise can be provided on a day-by-day basis, without the need for a service level agreement.

### Our portfolio includes:

- **Kaspersky® Open Space Security**, a suite of products designed to protect network structures of all sizes, including remote users and the mobile workforce.
- **Kaspersky® Hosted Security Services** provide managed, integrated protection from IT threats for corporate networks of any size.
- **Kaspersky® Hosted Email Security** secures mail traffic and protects from email-borne threats before they reach the network.

## About Kaspersky Lab

Kaspersky Lab delivers the world's most immediate protection against IT security threats including viruses, spyware, crimeware, hackers, phishing, and spam. Kaspersky Lab products provide superior detection rates and the industry's fastest outbreak response time for small and medium businesses, large enterprises and the mobile computing environment. Kaspersky Lab technology is also used worldwide inside the products and services of the industry's leading IT security solution providers. Learn more at [www.kaspersky.co.uk](http://www.kaspersky.co.uk). For the latest on antivirus, anti-spyware, anti-spam and other IT security issues and trends, visit [www.viruslist.com](http://www.viruslist.com).

Kaspersky Lab's client portfolio includes Airbus, BBC Worldwide and many other blue chip companies and public sector organisations.

## UK Customers include:

- Department for Transport
- Edinburgh Council
- Hyder Consulting
- ING Direct
- Leeds Teaching Hospital
- Leeds Education Authority
- Manchester City Council
- MoneySupermarket.com
- Rentokil Initial Services
- Royal Holloway University London
- Severn Trent Water
- Suffolk County Council
- University of Cumbria
- Virgin Media
- Warwick University
- Wolverhampton City Council

## Find out more

Speak to your account manager, call 0871 789 1631, or visit [www.kaspersky.co.uk](http://www.kaspersky.co.uk)

## Kaspersky Lab UK Ltd

+44 (0)871 789 1631 [www.kaspersky.co.uk](http://www.kaspersky.co.uk) [info@kaspersky.co.uk](mailto:info@kaspersky.co.uk)

© Kaspersky Lab UK Ltd. All Rights Reserved. Kaspersky is a registered trademark.

