



# IBM Security Expert Essentials

Delivering the right expertise at the right time.

## Overview

Maximizing the benefits of today's fast-moving technology and powerful business solutions requires a broad range of skills that must be continuously updated. Our team of trusted cybersecurity advisors and product experts can enhance your team with a broad range of skills spanning the latest technologies throughout your entire journey from solution development to on-going operations.

IBM Security Expert Essentials provides proactive, annual, subscription-based technical advice and ongoing lifecycle services to help you rapidly achieve benefits and value from your security solutions – whether your deployment is small, enterprise-size, or you are a managed service provider.

Our experts serve as extended members of your team offering guidance, mentoring and proactive support to your solutions, projects and operations, with a focus on accelerating adoption and improving productivity, performance and stability.

## Benefits

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- Optimize your implementation of IBM Security solutions
  - Improve time-to-value for implementation of new technologies
  - Help reduce business, implementation and operational costs
  - Enhance your team with a broad range of expert skills at a fraction of the cost of recruiting or purchasing individual services
  - Improve your team's efficiency and productivity with continuous touchpoints and expert Q&A
  - Accelerate delivery of new business capabilities
  - Improve reliability and availability of your solutions
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Tier Based Engagement Model		Basic	Standard	Enhanced
IBM Security Expert Essentials	On Demand Consulting			3 Weeks
	Priority Case Handling		3 Named Users	5 Named Users
	Single Point of Contact		•	•
	Solution Review & Assistance Consulting		2 Weeks	3 Weeks
	Trusted Advisor Reviews	•	•	•
	Personalized Training	•	•	•
	Unlimited Online Expert Q&A	2 Named Users	3 Named Users	5 Named Users
	Access to Technical Support Engineers via Web, Chat or Phone Support			
Subscription & Support Customers	Knowledge Base, Best Practices, Technical Communities Security Learning Academy	•	•	•
Publicly Available		•	•	•

All transactions are sold as a 12-month subscription.



## Publicly Available

### **Security Learning Academy**

For technical training on IBM Security products, all customers can access IBM courses by product at:

[www.securitylearningacademy.com](http://www.securitylearningacademy.com)

### **Knowledge Base, Best Practices and Technical Community**

Connect your team with a technical community that brings together security customers, partners, and IBM subject matter experts to tackle today's top cybersecurity challenges through the sharing of best practices. Visit [www.ibm.com/community/security](http://www.ibm.com/community/security) to sign up and start collaborating.

## Subscription & Support Customers

### **Access to Technical Support Engineers**

Your team can call phone support to engage with a technical support engineer and open Product Support Cases with call priority for faster resolution.

### **Security Expert Essentials: Basic, Standard & Enhanced Tier**

### **Unlimited Online Expert Q&A**

IBM's Client Success Portal delivers our unique depth of technical support and deployment expertise through online collaboration.



Your named resources benefit from access to online experts for Q&A and guidance, allowing them to learn about IBM's practices to accelerate deployment and mitigate risk.

## **Personalized Training**

Customize your organization's use of online training classes and get assistance creating roadmaps, defining enrollment processes and ensuring utilization of training to build your IBM product skills.

## **Trusted Advisor Reviews**

Receive a quarterly review from subject experts to discuss issues and product roadmap updates to ensure your solution grows with your business needs and utilizes the latest IBM Security software.

## **Security Expert Essentials: Standard & Enhanced Tier**

### **Solution Review and Assistance**

The Solution Review and Assistance service provides guidance and assistance with deployment activities necessary to accelerate adoption, expansion and optimization of security software-based solutions. This service can be delivered as workshops for architecture and design or as mentoring for operations and development.



## **Expert Essentials Account Manager as a Single Point of Contact**

The Expert Essentials Account Manager provides technical expertise as a single point of contact and guides clients to become more self-sufficient and fully utilize the capabilities of their IBM Security Software investments.

The Account Manager facilitates direct support or assistance with technical queries, as well as providing oversight on effective handling of Product Support Cases and coordination of resources from the Security Expert Labs team.

## **Priority Case Handling**

Cases opened by Named Users are prioritized for expedited handling by the IBM Security Support Team.

## **Security Expert Essentials: Enhanced Tier Only**

### **On-Demand Consulting**

With the On Demand Consulting service, remote or on-premise Security Expert Labs advisors will provide hands-on assistance with task definition and the creation of deliverables.

Utilizing hours in the contract, IBM can react to your project needs including but not limited to:

- Software configuration
- Build/test/deploy activities
- Tuning



- Application support and maintenance
- Systems operations
- Software upgrades

## **Purchasing Expert Essentials**

IBM Security Expert Essentials is available for purchase via Part Numbers as a 12-month subscription for a range of product families covering the IBM Security portfolio. Contact your IBM Representative for assistance with Part Number ordering, information about the product families covered, and how to include Expert Essentials in your ELAs.

Upon request, Expert Essentials can be incorporated into a Security Expert Labs Statement of Work when ordering with additional Expert Labs services.



## Why IBM?

IBM Security offers one of the most advanced and integrated portfolios of enterprise security products and services. The portfolio, supported by world-renowned IBM X-Force® research, provides security solutions to help organizations drive security into the fabric of their business so they can thrive in the face of uncertainty.

IBM operates one of the broadest and deepest security research, development and delivery organizations. Monitoring more than one trillion events per month in more than 130 countries, IBM holds over 3,000 security patents. To learn more, visit [ibm.com/security](https://www.ibm.com/security).

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## For more information

To learn more about IBM Security Expert Essentials or Security Expert Labs, please contact [sel@us.ibm.com](mailto:sel@us.ibm.com), your IBM representative or IBM Business Partner, or visit the following website:

<https://www.ibm.com/security/security-expert-labs>