IBM Security Expert Essentials

Obtain software deployment guidance, product support assistance and technical skills development from a partner who understands your business.

Maximizing the benefits of today's fast-moving technology and powerful business solutions requires a broad range of skills that must be updated as technologies and solutions advance. Our team of knowledgeable cybersecurity 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.

Overview

Whether your deployment is small, enterprise-size, or you are a managed service provider, IBM Security Expert Essentials provides proactive, subscription-based services to help you rapidly achieve benefits and value from your security solutions. Our experts serve as extended members of your team offering advice, guidance, mentoring and proactive support to your solutions, projects and operations.

Highlights

- Augment your technical team with IBM consultants
- Continuous touchpoints between your technical specialists and IBM experts
- Self-service access to knowledge sources and online technical courses
- Expert advice via the IBM Client Success Portal for Q&A with IBM experts
- Benefit from knowledge transfer from IBM experts during solution reviews
- Single point of contact for product support
- Coverage for all entitled IBM Security Products

Benefits

The Expert Essentials program provides Trusted Advisors to work with you on a short or long-term basis to help:

- Optimize your implementation of IBM Security products and co-ordinate services
- Improve time-to-value for implementation of new technologies

- Help reduce business, implementation and operational cost, risk and vulnerability

- Enhance your team with a broad range of expert skills often for much less than the cost of hiring services, support and training

- Improve your team's efficiency and productivity

- Accelerate delivery of new business capabilities

- Improve reliability and availability of your solutions

Disciplines

The Expert Essentials program can help with advice and guidance on:

- Strategy

- Architecture and design

- Software configuration

- Application build, test and deployment

- Diagnostics and performance tuning

- Application support and maintenance

- System operation

- Software upgrades

- Data and workload migration

- Education

Knowledge base, best practices and technical community

Connect your team with a technical community that brings security customers and partners together to tackle one of today's greatest challenges through collaboration and the sharing of Best Practices.

Technical advice

Customized to help you accelerate adoption

and improve productivity to experience the full benefit of your IBM business solutions, while building staff expertise.

Ongoing lifecycle services

For reliable continuous deployments, and guidance on evolving best practices across the lifecycle, to improve solution capabilities, performance, stability and help reduce risk.

Publicly available

Security Learning Academy

For technical training for IBM Security products, all customers can access IBM courses by product at:
www.securitylearningacademy.com

Knowledge base, best practices and technical community

Connect your team with a technical community that brings security customers and partners together to tackle one of today's greatest challenges through collaboration and the sharing of Best Practices.

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.

What Expert Essentials offers

The Expert Essentials program offers several tiered options, including flexible service

levels. Price points and deliverables are dependent upon the package you select:

Basic: This is an entry level tier that provides self-service for Q&A for "Named Users" with implementation experts, and personalized access to training in the Security Learning Academy. An Expert Essentials Account Manager will provide periodic checkpoints and access to experts when needed.

Standard: All the benefits of the Basic tier plus a Single Point of Contact, two weeks of Expert Labs consulting, Priority Case Handling and Trusted Advisor Reviews plus additional users for Q&A.

Enhanced: All the benefits of the Standard tier plus three weeks of On Demand Consulting (for a total of six weeks of consulting). This tier also includes additional users for Q&A and Priority Case Handling and is ideal for larger enterprises, multi-product deployments, and for services providers and business partners.

Unlimited Online Expert Q&A

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

Your named resources benefit from having access to online experts for Q&A and guidance on the products you are deploying, to solve problems and 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. This offering supports digital badging and important aspects of Professional Certifications to attest to skills.

Trusted Advisor Reviews

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

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 and is intended for customers who want IBM to show them how to apply tested practices for deploying IBM Security software to meet their security requirements.

These workshops can then define the mutually agreeable utilization of hours for ongoing Solution Review and Assistance consulting and/or On-Demand Consulting.

Security Expert Essentials Account Manager as a Single Point of Contact

The Expert Essentials Account Manager (Manager) delivers technical expertise and guides clients to become more self-sufficient and fully utilize the capabilities of their IBM Security Software investment.

More specifically, the Manager facilitates direct support or assistance with technical queries from clients and field personnel to develop a close working relationship with a client's team, thus playing an integral role in helping plan throughout the lifecycle of an IBM Security software solution.

The Manager also provides oversight on effective handling of product Support Cases and can coordinate resources from Expert Labs or other professional services that are delivering project-based services. The Manager can be the main point of contact for your business and technical stakeholders in their use of IBM products and services.

Priority Case Handling

Cases opened by Named Users are prioritized for expedited handling by the IBM Security Support Team. The Expert Essentials Account Manager also monitors your logged cases and works with your team to proactively manage and escalate as necessary.

On Demand Consulting

With the On Demand Consulting service, Expert Labs Consultants, remote or on-premise, 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

Outcomes include having IBM assist by executing tasks with your team to enable them to develop the skills necessary to successfully achieve software adoption, enhancement, and optimization.

Purchasing Security Expert Essentials

For speed and simplicity, Expert Essentials is available for purchase via Part Numbers as a 12 month subscription. Contact your IBM Representative for assistance with Part Number ordering. Upon request, Expert Essentials can be incorporated into a Security Expert Labs Statement of Work when ordering with additional Expert Labs services.

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
Subscription & Support Customers	Access to Technical Support Engineers via Web, Chat or Phone Support	•	•	•
Publicly Available	Knowledge Base, Best Practices, Technical Communities Security Learning Academy	•	•	•

Security Expert Essentials Subscription Tiering

Why IBM?

The IBM Security Expert Labs worldwide network of experts can help you build a more dynamic security ecosystem through the adoption, expansion and optimization of IBM Security solutions, using an integrated framework to protect the enterprise.

Next steps

→ Contact Security Expert Labs

→ Vist the Security Expert Labs website

For more information

To learn more about Security Expert Essentials or Security Expert Labs, please contact your IBM representative or IBM Business Partner, or visit the following website:
https://www.ibm.com/security/security-expert-labs

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