safetica

Expert Check

Safetica Customer Success Team

Table of Contents

INTRODUCTION **2**

SCOPE OF EXPERT CHECK **2**

DEFINITION OF WORKING HOURS **3**

General Conditions **3**

Service Delivery 3

Language 3

©2026 Safetica Technologies Inc. | Proprietary and Confidential

Expert Check

Safetica Customer Success Team

Introduction

Safetica provides professional services delivered by our in-house Customer Success Managers, leveraging experience from hundreds of real-world deployments across industries and geographies.

This document describes the scope of Expert Check professional service.

The service is best suited for companies that require vendor-based expertise after an implementation, and for partners who do not have the required Tier certification to implement project independently.

Expert Check is not a mandatory component of Safetica licenses, but mandatory for certain orders. More information can be found in the Safetica Partner Program. **Partners are also encouraged to deliver Safetica Expert Check as a part of their business model.**

Scope of Expert Check

The scope of Expert Check service is designed to check the Implementation of Safetica based on customer's environment, their requirements, and Safetica Best Practices. The goal is to provide recommendations for configuration changes, help with implementation of customer's requirements or application of best practices, leading to better security state of Safetica-covered environment. Service is provided within one man-day of work.

In general, Expert Check involves the following activities:

1. Check of the Safetica runtime requirements
2. Check of the correct Safetica products installation
3. Check of the communication of all Safetica components
4. Check of the initial product configuration and maintenance configuration
5. Check of records and consultations about Security Audit, if required and necessary
6. Suggestion and configuration of best practices in regard to configuration of Safetica
7. Prophylaxis of Microsoft SQL Server (running Safetica database) - applicable to on-premises deployments only.

©2026 Safetica Technologies Inc. | Proprietary and Confidential

As a result of Expert Check, the customer will be provided with:

1. Structured outcome protocol delivered as a service completion report
2. List of post-check recommendations

As with any software maintenance access, there are requirements that must be fulfilled in order to perform Expert Check. A customer (or their partner) is responsible for securing these requirements:

1. For cloud deployments, customer-granted access to OneConsole is required.
2. Remote access to physical or virtual or cloud server running Safetica Management Service - applicable to on-premises deployments only
3. Remote access to MSSQL server with Safetica database - applicable to on-premises deployments only
4. Remoting options, by means of RDP/ISL/Teams/other ways connection
5. VPN access and credentials, if necessary
6. A dedicated IT administrator on customer's side, who will act as the main point of contact for Safetica and the partner, and will allow and authorize ad-hoc hands-on activities stemming from the check

Definition of Working Hours

Business hours are defined in our Safetica Customer Support SLA document.

General Conditions

Service Delivery

- Service will be delivered remotely, which requires a certain level of participation by the customer.
- Other options, like on-site implementation, for delivery method can be considered individually. All costs of such method will be covered on top of the order. For more details, please contact your channel/account manager.

Language

- Safetica Delivery in-house team provides all services and communication in multiple languages, including English, Spanish, Czech, and Portuguese.

©2026 Safetica Technologies Inc. | Proprietary and Confidential