safetica

Health Check

Safetica Customer Success Team

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Health 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 Health Check professional service.

Health Check is ideal for companies seeking vendor expertise to review their implementation and optimize adoption. It's typically scheduled 3–6 months before contract renewal to confirm the solution still aligns with business and security objectives.

Scope of Health Check

The scope of Health 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 of changes of the configuration, help with implementation of customer's requirements or application of best practices, leading to better security state of Safetica-covered environment. Service is provided in a single 45-minute session.

In general, Health 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 of best practices in regard to configuration of Safetica
7. Prophylaxis of Microsoft SQL Server (running Safetica database) - applicable to on-premises deployments only.

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

1. Follow-up email summarizing findings, recommendations, and next steps

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2. List of post-check recommendations

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

1. For cloud deployments, customer-granted access to OneConsole is required.
2. For on-premises deployments, access can be provided either directly to the server running Safetica or via OneConsole from another endpoint through a web browser. Direct server access is preferred but not mandatory
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.

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