



DATA SHEET

# Absolute Assist for Secure Endpoint

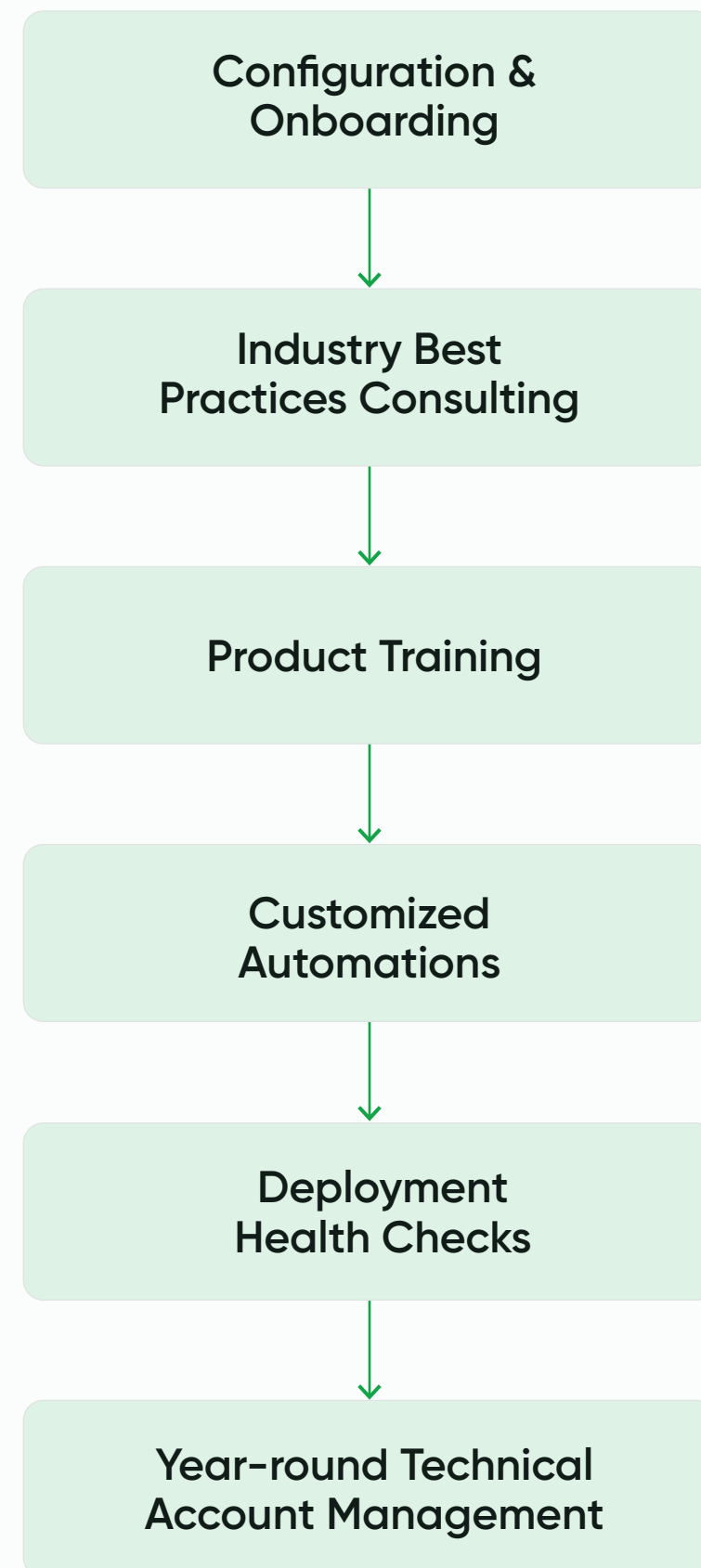
## Expert IT Operations and Endpoint Security Consulting Services

In today's operating environments, where remote endpoints have expanded the attack surface and bad actors stand ready to exploit any weakness, securing your data and devices demands greater expertise than ever.

Accelerate your path to endpoint resilience and maximize your ROI from the Absolute platform with Absolute Assist for Secure Endpoint, a comprehensive onboarding and optimization service that will speed time to value, equip your team with best practices, and strengthen your overall security posture.

Built on years of industry experience, thousands of satisfied customers, and a foundation of proven security principles, Absolute Assist ensures that your organization is optimally protected by Absolute Secure Endpoint, the only undeletable endpoint resilience platform.

## Absolute Assist



### Service Overview

To ensure long-term success in operating and optimizing your Absolute environment, Absolute will provide a Technical Consultant to deliver ongoing support and regular reports on the status of your environment. Technical Consultants are subject matter experts and work directly with you to optimize the use of Absolute Secure Endpoint in your environment. Services provided or arranged by the Technical Consultant as part of Absolute Assist include:

- Monthly check-ins to review your organization's projects involving Secure Endpoint and any open support issues
- Secure Endpoint product deployment and configuration (for new customers)
- Asset Management and Security operations consulting program assistance
- Annual environment health check and executive QBR review
- Automation Services
- One or more seats per year (based on licensed device count) in the Secure Endpoint Certification course



## Service Details

Making the most out of your investment and ensuring device visibility and control, resilient security and continued compliance are critical to maintaining alignment with regulatory requirements. Our team of experts are here to help you maximize your investment, proactively leverage Absolute to combat ongoing security threats, and help ensure your endpoints are visible and within your control.

During this engagement, an Absolute Technical Consultant will be assigned and help ensure your program objectives are met (as defined and agreed to by your organization and Absolute). Based on a clear understanding of customer needs, Absolute Technical Consultants will guide you through a variety of services including:

### 1. General

- Ongoing onboarding with requirements reviews (deployment, configuration, base implementation, training)
- Lifecycle consulting program execution
- General account oversight
- Proactive escalation support for open issues
- General guidance and support for system enhancement or environment expansion
- Ongoing information sharing and configuration support based on industry best practices and trends
- Sharing documentation relevant to the use of Absolute and/or industry specific information

### 2. Technical Account Management

- Monthly check-in meetings with your Secure Endpoint administrators
- Project status review of any internal projects involving Secure Endpoint
- Review of open technical support cases with Absolute
- Semi-annual Executive Business Review meeting with key stakeholders from Absolute and your organization

### 3. Consulting

- General guidance and support for system enhancement or environment expansion
- Asset Management and Security operations consulting program assistance

### 4. Account Health and Security Assessment

- Product release updates
- New feature orientation and training for console administrators as needed
- Current console health review and annual “health check” report (insights within specific areas to provide guidance and best practice recommendations upon customer approval of access to Absolute telemetry data by the Technical Consultant and support team)
- Security posture review related to Absolute platform capabilities – Anti-malware, encryption, sensitive data, console user management and related. Some capabilities are dependent upon license type

### 5. Ransomware Response Enablement

- Overview of using Secure Endpoint in your organization’s ransomware preparation and response program
- Assistance with Secure Endpoint feature configuration to support your ransomware program

### 6. Training

- One or more seats per year (based on licensed device count) in our Secure Endpoint Certification course to:
  - › Ensure new staff are fully trained and certified
  - › Ensure staff stay up to date on newly released Secure Endpoint features

### 7. Customization Services

- Customer provided Customization Credits to spend on Customization Services (based on licensed device count) per contract year

## How to Get Started

To get started with Absolute Assist for Secure Endpoint, reach out to your account executive to discuss how **Absolute’s Professional Services** can help.

# Adoption Lifecycle Options from Absolute Security

Increase your investment with Absolute

	Maximizing Investment	Drive Adoption	Optimized Deployment	DIY
Services	Assist	Assist Essentials	Private Onboarding	Software Only
Digital Onboarding & Product Admin Documentation	✓	✓	✓	✓
Private Product Expert Assisted Deployment	✓	✓	✓	●
Reoccurring Check-in Meeting with Technical Account Manager	✓	✓	●	●
Annual Deployment Health Check	✓	✓	⊕ PURCHASED SEPARATELY	⊕ PURCHASED SEPARATELY
Year-round Consultation with Product Experts	✓	✓	●	●
Instructor-led Admin Course Training Credits	✓	✓	⊕ PURCHASED SEPARATELY	⊕ PURCHASED SEPARATELY
Expanding Use-case Consulting	✓	●	●	●
Product Customization Credits including ServiceNow Integration (Secure Endpoint)	✓	●	⊕ PURCHASED SEPARATELY	⊕ PURCHASED SEPARATELY
Server Upgrade & SaaS Migration Assistance (Secure Access)	✓	●	⊕ PURCHASED SEPARATELY	⊕ PURCHASED SEPARATELY
Support Case Tracking by Technical Account Manager	✓	●	●	●





# **ABSOLUTE**<sup>®</sup>

Absolute Software makes security **work**. We empower mission-critical performance with advanced cyber resilience. Embedded in more than 600 million devices, our cyber resilience platform delivers endpoint-to-network access security coverage, ensures automated security compliance, and enables operational continuity. Nearly 21,000 global customers trust Absolute to protect enterprise assets, fortify security and business applications, and provide a frictionless, always-on user experience.

[Learn More](#)

