



DATA SHEET

Secure Access Health Check

Ensure You're Running Secure Access at an Optimum Level

With any system setup, once it's up, configured and running reliably, you often don't have the time to go back, review, and make sure it's running at the highest level. A level that creates the most efficiency and effectiveness in your organization.

Absolute Secure Access works so reliably, it's typically just "set and forget". But what if you could get more out of our software and ensure the overall health of your system is providing you with the efficiencies you need? You can, with a Secure Access System Health Check from our Professional Services Group.

Check Your Health

With System Health Check, an Absolute Technical Consultant will provide a hands-on review of your current Secure Access deployment. This includes a planning discussion, followed by a full system review and analysis of your Secure Access implementation — including recommendations and best practices.

System Health Check Description of Work

Period of Performance

Absolute Software will provide a professional Technical Consultant for a full system review and analysis of the Secure Access implementation. The engagement will also include recommendations and best practices to improve overall performance.

Place of Performance

Absolute Software will complete the proposed services at the customer's designated location (remotely), which must include access to the Secure Access server system(s).

Pre Discussion

The Absolute Software Technical Consultant will perform the following functions:

- ✓ Review Customer's Secure Access network architecture
- ✓ Discuss access requirements to all system components
- ✓ Discuss project goals
- ✓ Discuss current deployment
- ✓ Discuss and verify preparation for the work

Absolute Technical Consultant

- ✓ Configuration review of Secure Access Systems including:
 - › Architecture
 - › Policy definitions
 - › Additional Secure Access modules: Insights for Network, Policy, NAC, Secure Web Gateway
 - › System configuration
 - › Client installation and deployment process and procedures
 - › Group/device management
 - › Logs
 - › Console access and management
- ✓ Interviews with key stakeholders
- ✓ Review of organizational policies, including:
 - › Security
 - › Backup and recovery
 - › Disaster recovery
 - › Regulatory/compliance
 - › Post-audit recommendations and summary based on system review

Deliverables

Absolute Software will provide a professional technical resource for a full audit. The Absolute Technical Consultant will provide a post-audit summary and session review with recommendations for system performance improvements.

The customer will provide the Absolute Technical Consultant access to the Secure Access system, as well as access to technical resources with knowledge of the network and the Secure Access implementation. Additional stakeholders in the deployment should also be considered and accessible during the engagement.



Acceptance Criteria

Technical Consulting engagement is considered accepted by the customer once the Absolute Technical Consultant has completed the purchased hours of Professional Services. Upon completion of your implementation you will receive via email an electronic Customer Acceptance form to sign and return to Absolute Software. As a courtesy, Absolute Software will make an attempt to contact you via email to obtain your signature. You will have 10 days to sign and return this document. Please note: no response within that time frame shall be considered customer approval. If you do not agree that the Absolute implementation is complete then you must respond, via email, stating non-acceptance and detailing the remaining items needed to achieve acceptance.

Technical and Project Assumptions

In order to get the most out of the consulting engagement, the customer needs to provide any and all necessary technical resources (i.e. firewall administrator, server administrator) to allow the proper setup and configuration of the system. The Absolute Technical Consultant will guide the configuration of the Secure Access software but makes no warranty about any issues not related to the Secure Access software, such as networking and routing problems, etc. Additionally, the Absolute Technical Consultant will not modify any networking components such as firewalls, authentication servers and routers. This is exclusively the responsibility of the customer.

Professional Services Expiration

Professional Service hours have an expiration date of six months from the time the customer purchase order is received. If you do not begin your implementation within that six month period, the Professional Service hours associated with that purchase order will be voided without refund.

How to Get Started

To get started with the Secure Access System Health Check, reach out to your account executive to discuss how **Absolute's Professional Services** can help.



ABSOLUTE[®]

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.

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