FIREEYE™ | MANDIANT®

Enterprise Services

BENEFITS

- **Effective architecture design** to ensure an effective security solution

- **Efficient deployment** by FireEye experts using best-practice configurations

- **Detailed project planning** to ensure a coordinated deployment effort

- **Operational readiness** facilitated by hands-on knowledge transfer sessions to enable rapid identification, triage and containment of security events

Overview

FireEye Deployment and Integration Services help customers plan and implement the deployment of their FireEye solution and integrate it into their security operations. These FireEye services provide customers with FireEye product expertise and in-depth network, email, endpoint, security information and event management (SIEM), and security orchestration, automation and response (SOAR) experience. In many deployment scenarios with a small number of systems in one or two locations, FireEye jumpstart services provide an appropriate level of service to complete the solution implementation. For more complex engagements with multiple sites, a larger number of systems to deploy or more stringent change management controls, FireEye Enterprise Services are recommended to ensure a successful outcome.

Enterprise Services are staffed by a dedicated team experienced with complex engagements and the challenges and risks inherent in a significant deployment project. Each engagement includes formal project management along with detailed documentation to support customer requirements, such as customized project plans, test plans and design documents. These deployments follow the formal FireEye implementation planning methodology.

FireEye Implementation Planning Methodology

1. Initiation
- Identify project team
- Conduct kickoff meeting
- Define project objectives and requirements
- Define update process and communication paths

2. Planning
- Develop project work plan
- Plan implementation schedule
- Identify risks
- Define pre-requisites
- Determine site readiness
- Review logistics

3. Design
- Collect system information
- Develop design document, if applicable
- Obtain approval of technical design

4. Execution
- Deploy and configure test/pilot systems
- Conduct testing/burn-in
- Perform phased deployment
- Manage communications
- Track and manage tasks

5. Control and Monitor
- Measure Performance
- Control changes on the project
- Confirm achievement of project objectives

6. Close Out
- Complete knowledge transfer
- Complete implementation report and project documentation
- Conduct handoff to Customer Support
- Confirm project acceptance

Table 1. Comparison of Enterprise Services to Jumpstart Services.		
	Jumpstart Services	**Enterprise Services**
Deployment Strategy	• Smaller-scale deployments to achieve operational readiness quickly	• Large, complex multi-site deployments with additional design, testing, and documentation requirements
Deployment Length	• Each jumpstart delivered over 3-5 consecutive days	• Multiple weeks of services typically spread across 3-6 months based on customer timeline and requirements
Project Management	• Regional manager initiates and oversees project • Assigned consultant provides daily updates and is the main point of contact for project • Solution Overview Report delivered at end of project	• Designated project manager throughout project • Formal project plans and RACI matrices • Formal test plans and design documents • Solution Overview Report delivered at end of each phase or end of project, as applicable
Typical Staffing	• One consultant with oversight from regional D&I manager	• Team of 2-3 consultants with project manager and oversight from Enterprise Services Director

EXAMPLES OF RECENT ENTERPRISE SERVICES ENGAGEMENTS

International Technology Company
• Onsite engagement to build out customer's security operations leveraging FireEye Helix

• Embedded in customer SOC to understand their processes, identify needs, and design and implement use cases

Global Healthcare Company
• Long term engagement to build out centralized security capabilities for a widely distributed organization that has and continues to grow through acquisitions

• Improved security responsiveness by automating SOC functions with FireEye Security Orchestrator

Large Energy Company
• Architecturally complex deployment of FireEye Network Security and Endpoint Security to protect corporate network along with numerous segregated ICS segments

• Designed complex solution and performed in-depth testing to ensure safety of solution before deploying to production

To learn more about FireEye, visit: **www.FireEye.com**

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About FireEye, Inc.
At FireEye, our mission is to relentlessly protect organizations with innovative technology, intelligence and expertise gained on the frontlines of cyber attacks. Learn how at www.FireEye.com.

About Mandiant Solutions
Mandiant Solutions brings together the world's leading threat intelligence and frontline expertise with continuous security validation to arm organizations with the tools needed to increase security effectiveness and reduce business risk.