



We Make **Cybersecurity Work** as it should



**mimecast**<sup>®</sup>

We thrive in supporting



**FORTINET**<sup>®</sup> **Forcepoint**



Who Are We?



**SINCE 2009!**

## Certified Services Delivery Partner



Willowbrook, IL  
(Chicagoland)

### Professional Services

- Implementations
- Upgrades
- Migrations
- In-depth Health Checks
- Policy Tuning
- SSL Decryption
- Ad-hoc Support

### Managed Security Services (MSSP)

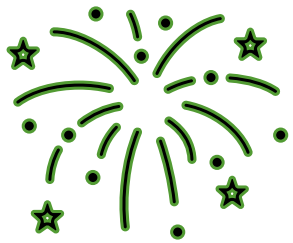
Channel-focused

Cybersecurity Focused

Customer Sat Focused

# WHAT IS ES CYBER'S VALUE-ADD?

**9.5/10**



**Customer  
Satisfaction**

**35%**

**Repeat  
Customers**

**8**

**Average #  
Years of experience**  
our Engineers have with  
Cybersecurity solutions

**+7,000**

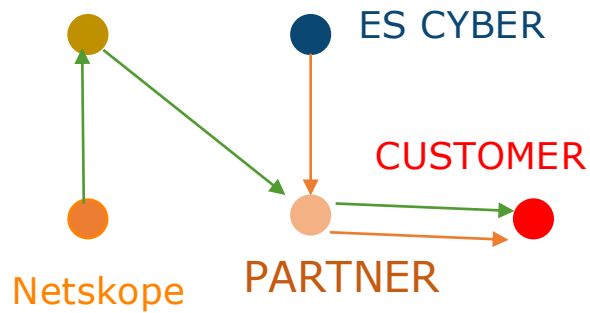
**Projects  
Completed Successfully**  
in the past 8 years

**7**

**Full-Time Engineers**  
certified in select  
cybersecurity solutions

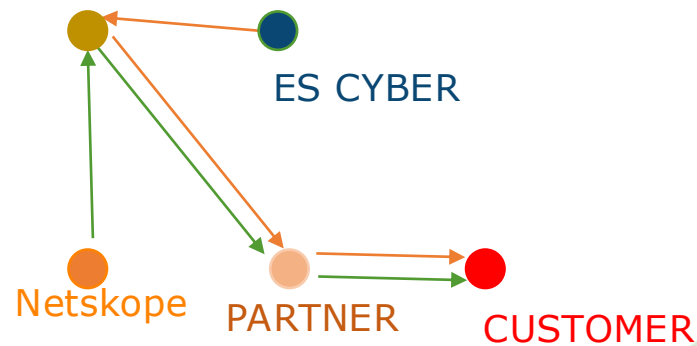
# GO TO MARKET STRATEGY

INGRAM  
ARROW  
TD SYNnex  
CARAHSOFT



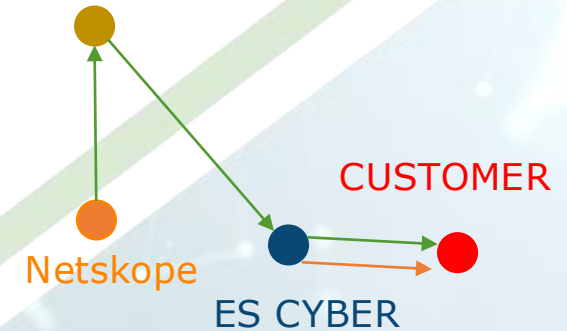
- CDW
- Optiv
- SHI
- Insight
- Presidio
- Klogix
- ePlus
- Guidepoint

INGRAM  
ARROW  
TD SYNnex  
CARAHSOFT



**ADAPTABLE**

INGRAM  
ARROW  
TD SYNnex  
CARAHSOFT



**FLEXIBLE**

# OUR PROGRAM

## WE OFFER:

Flexible, Cost-Effective, Remote Implementation & Professional Services

Pre-Sales Support & Scoping calls

Fast Turnaround time & Lead time

Ownership of delivery process

Access to Online Project Management tool  
- live updates on project

## GOALS:

Promote customer adoption of Netskope solution

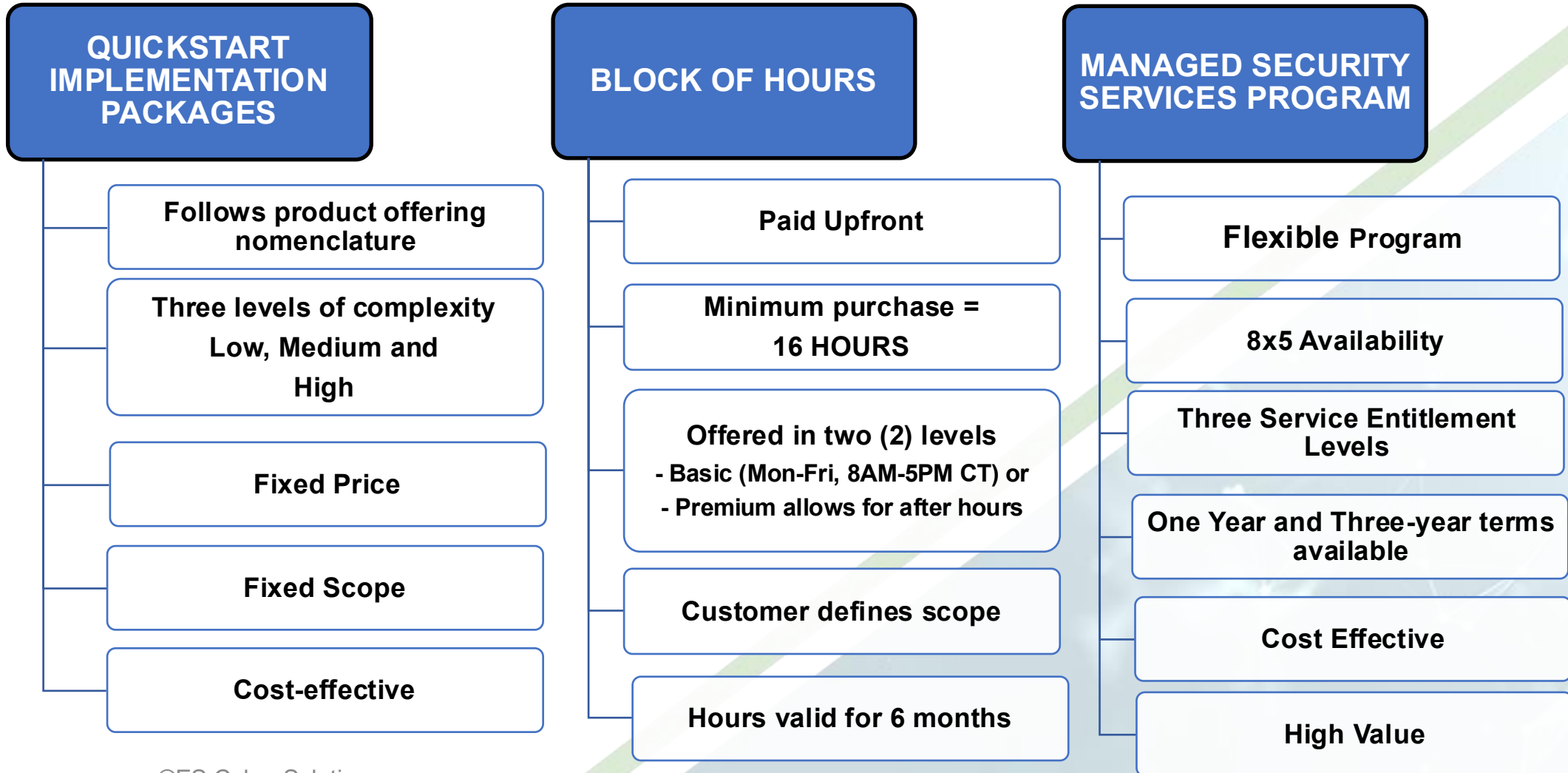
### **Support Customer retention**

Uncover upsell cross-sell opportunities

### **Manage Customers' Forcepoint solution(s)**

Maintain higher than industry average Customer Satisfaction

# OUR PROGRAM



# OUR PROGRAM



## ES Cyber Solutions Professional Services

Professional Services is a key part of the customer life cycle journey. The focus is on helping customers with the technical aspects of deploying Netskope and ensuring that all cloud security use cases are covered through the platform. ESCS is a professional services partner to Netskope, we offer multiple options to address different customers' needs. This document showcases these options and highlights different options that best fits their needs.



### PROFESSIONAL SERVICES THAT FIT YOUR NEEDS

Having worked with organizations of all shapes and sizes, we realize that different organizations have different needs and expertise on their cybersecurity solutions. To accommodate for these differences, we offer a range of services that align with your needs and approach to our implementation and managed service offerings. Netskope's very own Value Realization Plan (VRP) offers customers and their partners the best practice for implementing and fully operationalizing their solution. Like Activation, Adoption and Operationalization are detailed in their respective documents.

#### QUICKSTART (ACTIVATION + BASIC ADOPTION)

Implementation service is a high value offering that will provide the initial Adoption of the solutions you've purchased. Our team can leverage to help you accomplish your key use cases and solution going forward.

#### QUICKSTART PLUS (ACTIVATION + ADOPTION + OPERATIONALIZATION)

Implementation service adds significant additional value to the platform adoption services over time and in working with your organization.

#### MSP (ACTIVATION + ADOPTION + OPERATIONALIZATION)

Implementation service provides complete coverage of the platform within your organization as our SMEs bring their ongoing working sessions, regular consultations and recommendations on continuous improvement. Our team fills in the skills gap, no more headaches.

ESCS-NETSKOPE PROFESSIONAL SERVICES OPTIONS

## Netskope ZTNA Next 360

### OVERVIEW

To ensure that you get the most out of Netskope ZTNA Next 360 solution, ES Cyber Solutions, a professional services partner to Netskope, offers the following services as a fixed price engagement:

#### Pre-Implementation:

ES Cyber Solutions employees ('Services Team') will assist Customer with the performance of the following activities with respect to the Products in accordance with Netskope recommended engineering Best Practices:

- Services Kick-off call between Customer and Services Team
  - Note: Services Team will contact the Customer within two (2) business days of the order being processed to schedule the Services Kick-off call
- Review scope of Package
- Establish Services schedule
- Confirm critical use case
- Customer to provide relevant network diagram/architecture to support implementation plan



#### Implementation of Product:

Services Team will assist the Customer with the implementation of the Product within Customer's environment, as follows:

- ✓ Conduct discovery and design workshop(s) to:
  - Understand and confirm customer's current environment requirements
  - Discuss deployment of ZTNA Next 360 solution as per best practices
- ✓ Discuss and finalize
  - Number of Hub sites
  - Routing and traffic steering between Hub sites and ZTNA Next L3E Clients
- ✓ Provide guidance to deploy, configure and validate
  - Up to two (2) Hub sites and for each Hub site:
    - B/WAN Hub Gateway(s)
    - Secure On-Ramp to Netskope NewEdge, if SSE is licensed
    - Policy, Routing, Traffic Steering and ZTNA Next L3E Templates for Hub and ZTNA Next L3E Clients
    - Hub Gateway Monitoring
    - Netskope ZTNA Next L3E Client for Windows and/or Mac devices
- ✓ Foundational Components
  - Grant Tenant Access (Tenant Single Sign-On)
  - Netskope Adapters (Directory Sync)
- ✓ Deploy and Configure Netskope Publisher(s)
- ✓ Configure application access policies
- ✓ Perform functional policy testing
- ✓ Knowledge Transfer

Services Team will use commercially reasonable efforts to assist with the troubleshooting and correcting of obstacles identified during the Services.



ES CYBER SOLUTIONS - NETSKOPE ZTNA NEXT L3E ADD-ON QUICKSTART IMPLEMENTATION PACKAGE REMOTE SERVICES - DATA SHEET

## Netskope NG SWG Professional

### OVERVIEW

To ensure that you get the most out of Netskope NG SWG Professional solution, ES Cyber Solutions, a professional services partner to Netskope, offers the following services as a fixed price engagement:

#### Pre-Implementation:

ES Cyber Solutions employees ('Services Team') will assist Customer with the performance of the following activities with respect to the Products in accordance with Netskope recommended engineering Best Practices:

- Services Kick-off call between Customer and Services Team
  - Note: Services Team will contact the Customer within two (2) business days of the order being processed to schedule the Services Kick-off call
- Review scope of Package
- Establish Services schedule
- Confirm critical use case
- Customer to provide relevant network diagram/architecture to support implementation plan



#### Implementation of Product:

Services Team will assist the Customer with the implementation of the Product within one (1) Customer's environment, as follows:

- ✓ Foundational Components
  - Grant Tenant Access (Tenant Single Sign-On)
  - Netskope Adapters (Directory Sync)
- ✓ Real-time Proxy Traffic Steering
  - Next Generation Secure Web Gateway w/TLS (NGSWG)
  - Cloud Access Security Broker (CASB)
  - Reverse Proxy
  - Mobile
- ✓ Standard Data Loss Prevention (DLP)
- ✓ Standard Threat Protection (TP)
- ✓ SIEM Integration
- ✓ Reporting
- ✓ Knowledge Transfer

Services Team will use commercially reasonable efforts to assist with the troubleshooting and correcting of obstacles identified during the Services.



ES CYBER SOLUTIONS - NETSKOPE NG SWG PROFESSIONAL QUICKSTART IMPLEMENTATION PACKAGE REMOTE SERVICES - DATA SHEET

#### Knowledge Transfer:

Services Team will provide Knowledge Transfer along the lifetime of the project. Customer may also request up to four (4) hours of informal knowledge transfer, at the end of the project, including:

- Standard System and Architecture Overview
- System Navigation
- Rule/Policy Creation
- Local Events, Alerting and Settings
- Basic Reporting and Workflow
- Cloud XD
- Risk Insights via Cloud Confidence Index (CCI)

#### Services Closure Meeting:

Services Team will conduct a Services closure meeting to review and confirm the Services have been completed.

#### Services Obligations of the Customer

- Review Netskope Architecture
- Have SSO/SAML solution in place
- Ensure that environment is prepared to deploy connectors
- Ensure correct domain(s) were provisioned
- If applicable, ensure Firewall settings are not preventing communication between your network and Cloud services



# WHAT SERVICES DOES ES CYBER PROVIDE?



QuickStart Implementation Services

SOW-based/Complex Implementation Services

In-Depth Health Checks

Tuning

Block of Hours for Ad-Hoc support/assistance

Upgrade Services

Managed Security Services

Staff Augmentation

# ENGAGING ES Cyber Solutions

## Pre-Sales:

- Demos (if solid services opportunity)
- Early conversations around professional services
- Scoping call
- Request quote for services be sent to partner contact (provide pertinent information)
  - Licenses being discussed
  - # of users
  - Partner contact
  - Any relevant information such as use case(s)

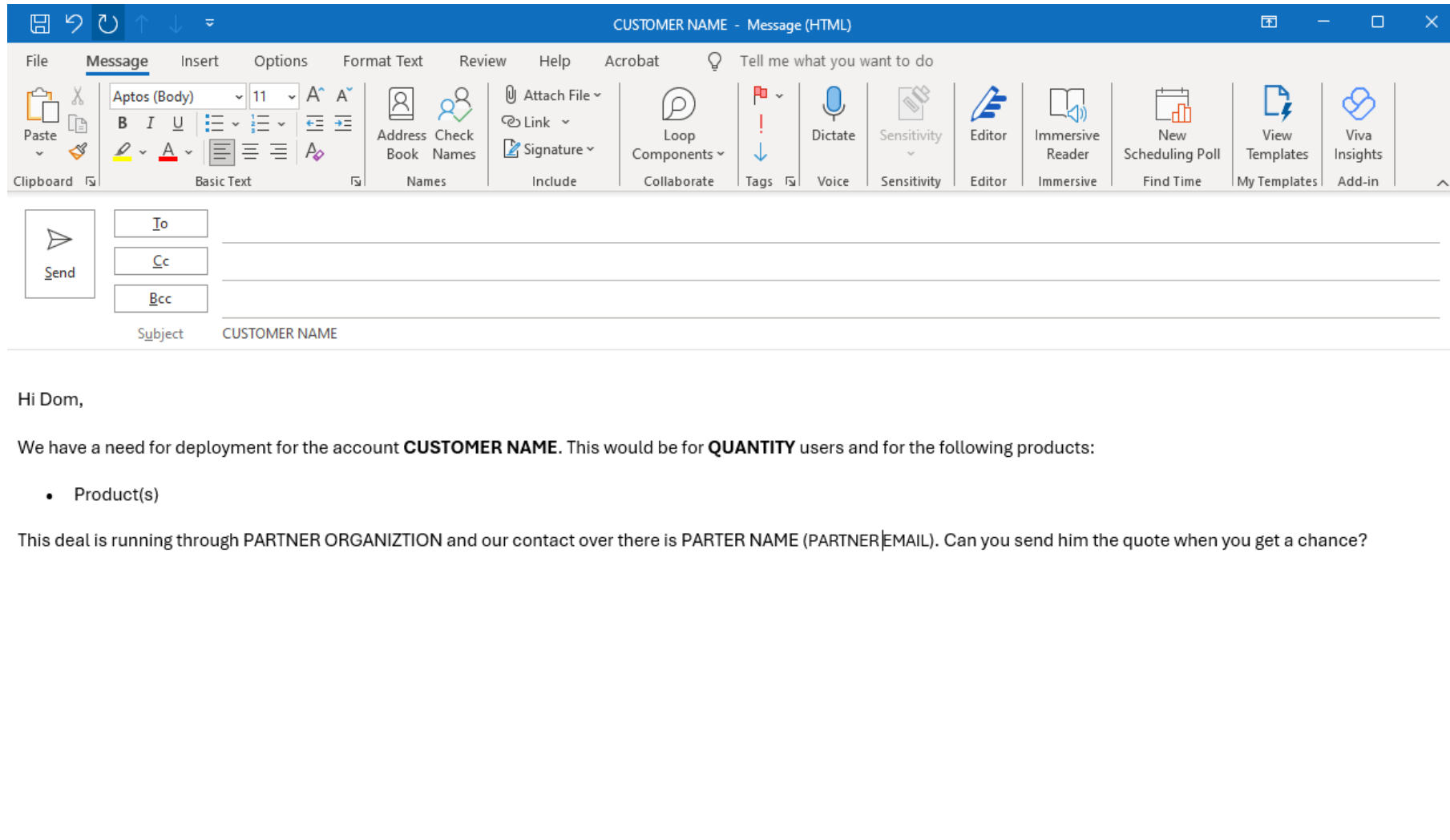
## How to engage:

- Introduce Dom to partner or customer (email or call)
- Provide context
- Provide pertinent information:
  - Licenses being discussed
  - # of users
  - Partner contact
  - Any relevant information such as use case(s)

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# ENGAGING ES Cyber Solutions



The screenshot shows an Outlook email editor window titled "CUSTOMER NAME - Message (HTML)". The ribbon includes tabs for File, Message, Insert, Options, Format Text, Review, Help, Acrobat, and a search bar "Tell me what you want to do". The Message tab is active, showing options for font (Aptos, size 11), bold, italic, underline, list, indent, link, signature, attach file, loop components, tags, dictate, sensitivity, editor, immersive reader, new scheduling poll, view templates, and viva insights. Below the ribbon are fields for To, Cc, Bcc, and Subject (CUSTOMER NAME). A Send button is on the left.

Hi Dom,

We have a need for deployment for the account **CUSTOMER NAME**. This would be for **QUANTITY** users and for the following products:

- Product(s)

This deal is running through PARTNER ORGANIZATION and our contact over there is PARTNER NAME (PARTNER@EMAIL). Can you send him the quote when you get a chance?



**ES CYBER**  
SOLUTIONS

# Q&A





# Contact Us!

If you need more information  
about anything.

Pre-Sales, Sales, Renewals

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Director of Channel Sales

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## SOCIAL MEDIA

