



Not Enough Time In The Day to Keep Up-to-Date?

SERVICES AVAILABLE

- EDUCATION & TRAINING
- DEPLOYMENT SERVICES
- IMPLEMENTATION SERVICE
- OPTIMIZATION SERVICES
- UPGRADE SERVICES
- SOLUTION CONFIGURATION SERVICES
- TRENDMICRO CONSULTING
- SECURITY PRACTICE CONSULTING
- GENERAL & ADVANCED
(TEM) / BIGFIX CONSULTING
- SECURITY POLICY CREATION
- CUSTOM CONTENT DEVELOPMENT
- WEB REPORT DEVELOPMENT

ALSO AVAILABLE

- ADD-ON USER LICENSES
- SOLUTION CONTENT LICENSES

IBM TIVOLI ENDPOINT MANAGER (TEM) / BIGFIX SOLUTIONS EXPERTS

Digital Scepter is a service integration firm and a boutique security VAR that focuses finding the right solution to our customers' complex problems. Our customers rely on us to guide them through the treacherous technology landscape and give them actionable advice about their options in the marketplace.

Our technology team has over ten years of dedicated BigFix expertise and our customer focus is simple: **to help our clients get the most out of every BigFix dollar they spend.** We specialize in succinct implementations, efficiency health checks, product configurations, and creation of your customized content and reporting needs.

(888) 299-3718
Digital Scepter

Accelerate Innovation to Maximize Your Return on Investment

Professional Services: Accelerate Your Success

To maximize your return on investment with Tivoli Endpoint Manager (TEM)/BigFix high-performance enterprise systems and security management solutions, we offer robust professional services. Digital Scepter's IBM Tivoli Endpoint Manager Certified Professionals dramatically accelerate your success by utilizing the experience and know-how of talented technical professionals with vast capabilities in platform engineering, custom development, integration, remote and on-site training, and full lifecycle project management.

Field-tested professionals are skilled in harnessing the massively scalable architecture of the TEM/BigFix solutions. Highly experienced Fixlet and application developers deliver custom development to provide unparalleled "outside the box" innovation. World-class project managers employ the most efficient project toolsets and technical business analysis methodologies.

A majority of our TEM/BigFix Professional Services are delivered remotely via WebEx and VPN, which allows us to assign the right expert to your project and help lower your costs.

General and Advanced Consulting

General consulting services include development of custom Fixlets, development of custom reports, or consulting to implement various TEM/BigFix solutions. Advanced consulting services include development of custom applications for the core TEM/BigFix platform and integrations with third-party applications.

If you would like to get more information about our TEM/BigFix Professional Services, including service details and pricing options:

Email: info@digitalscepter.com

Call: (888) 299-3718

Implementation, Configuration & Upgrading

IMPLEMENTATION SERVICES

Deployment

Deployment services provide assistance with hardware and software requirements; planning and installation of the TEM/BigFix server, console, and relays; agent testing; deployment of agents; and project management.

Service options include: remote (16 hours), standard (32 hours), advanced (40 hours).

Optimization services

Optimization for customers of all sizes including reviews of hardware, configuration, and settings of the TEM/BigFix server and database; overall deployment usage, best practices for consoles and agents; relay deployment details, configurations and bandwidth throttling; performance testing for server insertion rates, console refresh rates, agent responsiveness, and other performance metrics.

Service options include: remote (4 hours) and standard (16 hours).

Upgrade services

Key activities typically include reviews of upgrade processes, potential changes of behavior, requirements, and features; pre-upgrade health checks; review of your current configuration including the impact on customized integrations; assistance with planning and/or performing component upgrades; post-upgrade health checks; and project management.

Service options include: remote (4 hours) standard(16 hours) and advanced (40 hours).

ADVANCED SOLUTIONS

Digital Scepter's TEM/BigFix Professional Services extend beyond deployment, optimization, upgrade, and consulting services. Advanced solutions offer a wide scope of TEM/BigFix platform extensions such as:

- Self-service application provisioning
- Run-book automation
- Applications security configuration controls
- Enterprise-wide USB device auditing (i.e. storage & printer resources)
- Additional custom requirements

Customized Solutions & Reporting

SOLUTION SERVICES

Fixlet 5-pack.

Fixlets include OS configuration changes, software package deployment, and detection of problematic configurations.

Endpoint Protection & TrendMico Implementations

Services includes an evaluation of current A/V deployment; Fixlets to remove existing A/V; modification of Fixlets to address edge cases; and coaching for deployment and configuration of Trend Micro Endpoint Protection and Core Protection Module.

Patch Implementation.

This service comprises a needs assessment call; business and technical requirements; recommendations for baseline creation/maintenance or alternative for managing patch content; and on-site coaching for a normal monthly patch cycle.

Packaged Integrations.

Integration projects include a consult on deployment properties and custom properties; technical requirements and strategic recommendations; and custom code required to perform integration with on-site or remote assistance deployment. Additional packaged integrations include of ArcSight and/or Remedy components with deployment assistance.

Power Management Reduction and Savings Assessment.

This service includes evaluation of power management and usage; best practices and implementation guidance; enforcement of corporate power profiles; and assistance with reporting requirements;

Security Configuration and Vulnerability Management.

This service includes implementation and customization of security standards; vulnerability identification, assessment and reporting; and vulnerability remediation including operating system and application patch management.

Web Reports Customizations.

Web Reports is a high-level customizable web application that complements and extends the power of Tivoli Endpoint Manager. It connects to one or more Tivoli Endpoint Manager databases to aggregate and analyze your entire network. This service includes writing and configuring the data, with both charts and data listings, and utilizing SOAP API integration into other data sources.

Baseline Configuration and Deployment Services

THE POWER OF SPEED

Baselines are collections of Fixlet messages and Tasks. They provide a powerful way to deploy a group of Actions across an entire network with a single command.

Most patch management solutions require too much time and too many resources to monitor, patch, and update machines—preventing organizations from effectively meeting their internal service level agreements and external regulatory compliance requirements. Tivoli Endpoint Manager (TEM) / BigFix Baselines provide a way to maintain a common operating environment, making sure that all managed devices, regardless of their connectivity, have the same software, patches and drivers.

Digital Scepter has simplified the time it takes an organization to meet security compliance measures. Digital Scepter has perfected a standardization and subscription delivery method for monthly baseline patching of the Windows and Mac operating systems; as well as 3rd party application patching.

On average, a monthly baseline will take an experienced Tivoli Endpoint Manager (TEM) / BigFix content engineer approximately 10 minutes to create, and the average month has approximately 12 baselines per month, not calculating out-of-band patches or zero-day vulnerabilities. Security compliance patching has been around since 1996 — which means that a new Tivoli Endpoint Manager (TEM) / BigFix deployment will need to spend almost 172 hours (4.6 weeks) in creating over 500 baselines just to bring their environment current!

Baseline Subscription Service

This service is for 12 months in which you receive all past and current baselines and then each month you would receive the approximately 10-15 baselines for OS and Applications. This package also includes an initial virtual installation of the baselines and deployment of the policy sets as well as an SLA of hourly time each month for the monthly baseline installation and deployment.

Baseline Jumpstart Service

If you are not interested in our on going managed service, the alternative option is to pay for *just* the current set of baselines which includes the current month and all previous months. The baselines are broken down by type (OS Patching, Application Patching, MS Office Patching) then by Year-Month and by criticality (Critical, Important...etc). The package includes several hundred individual baselines. This package includes delivery of the current baselines and 4 hours of remote installation and deployment of the policy set as well as training on how to deploy the baselines in the future.

Best Practices Guidelines

This service comprises of a needs assessment call; business and technical requirements; recommendations for baseline creation/maintenance or alternative for managing patch content; and on-site coaching for a normal monthly patch cycle. This service generally comprises of 12-15 hours of information gathering and then 30-35 hours of technical documentation. The deliverable of this service is a comprehensive “How-to” guideline and manual for a successful monthly patch cycle.