



LANCOPE PROFESSIONAL SERVICES

Lancope® and over sixty certified Lancope partners offer decades of experience designing, deploying and managing the StealthWatch product family – empowering StealthWatch users to increase their return on investment. StealthWatch is easy to implement, deploy and customize to meet your organization’s needs. Lancope and certified partners deliver professional services that help users ensure success. These specialists align the technology with your business objectives to maximize your StealthWatch investment.

Lancope Professional Services are offered in two categories:

- StealthWatch Product Training
- StealthWatch Consulting Services

StealthWatch Product Training

The StealthWatch Product Training two-day course provides students with an understanding of how to use StealthWatch to monitor their client network and respond to network and security incidents. Product training classes support up to ten (10) students in a lab environment. Students are trained on both the conceptual and the functional aspects of StealthWatch, including common security issues and real-life examples. These courses offer the ideal opportunity for students to understand the “big picture” and gain insight into specific StealthWatch features that maximize their efficiency and productivity. While as-needed training is always available, this two-day course addresses the needs of most Stealthwatch users.

The StealthWatch training course begins with an introduction to StealthWatch, an innovative behavior-based network integrity solution that monitors, categorizes and analyzes network traffic. Students learn how to best utilize StealthWatch to create comprehensive network intelligence specific to their networks. Students learn how to interpret and use StealthWatch’s multifaceted, flow-based architecture. Network administration and operations staff and security staff alike will benefit from this thorough, hands-on training.

The StealthWatch training course provides students with an in-depth understanding of product features and capabilities. Students will learn why StealthWatch is a network intelligence solution that optimizes the end user experience, troubleshoots network performance problems and rapidly resolves network security issues. With unparalleled insight into network and host activity, StealthWatch detects and mitigates network performance problems, as well as unknown attacks from external or internal sources. Network administrators are trained to optimally tune StealthWatch for their specific network and to interpret and adjust StealthWatch’s risk prioritization and response capabilities. Students learn how to use StealthWatch to rapidly investigate incidents and perform remediation resulting in a safer network and ensuring maximum network uptime.

Upon successful completion of this course, students will:

- Install and configure StealthWatch with thorough hands-on exercises
- Use StealthWatch terminology (e.g. hosts, host profiles, services and protocols)
- Understand how flows, hosts and probes are utilized by StealthWatch
- Develop strategies for setting up security zones, zone limitations and zone membership
- Customize (create, define and utilize) security zones for your organization
- Leverage StealthWatch in support of security policies

- Understand security policy inheritance, host and zone policies, tolerance and probes
- Navigate user interfaces efficiently and use shortcuts
- Create dashboards and documents using Document Builder and Dashboard Builder
- Customize reports using the standard reporting capability
- Perform administration including managing users and generating reports
- Understand the hierarchy and details of StealthWatch alarms, alerts and probes
- Perform detailed investigations using flow analysis features
- Maximize efficiency using StealthWatch

Lancope Consulting Services

Requirements vary from client to client. Lancope consulting, whether delivered by Lancope and certified partners, addresses additional needs and requirements of StealthWatch for clients, who may want secured assistance with any of the curriculum delivered in the two-day training course (i.e. mitigation, interface customization, security policy enforcement, etc.)

Installation Services

Lancope Professional Services provide on-site installation and configuration services, including:

- Review of customers infrastructure and discuss how and where to enable flows to achieve the best coverage
- Un-box, rack, install, power and test the StealthWatch appliances
- Install and configure StealthWatch
- Ensure the system is functioning correctly, that routers and switches are generating flow data correctly and trouble-shoot any problems or issues
- Discuss zone architecture, hierarchy and the best way to map networks into zone structure
- Measures to validate all IP space is mapped

Tuning Services

Lancope Professional Services provide support for new and existing customers to help with the fine tuning of the StealthWatch environment. This onsite and remote access service includes:

- Assessment and qualification of alarm types
- Discussion of environmental considerations affecting StealthWatch
- Reduction of non-relevant alarms
- Root cause determination of alarms (why StealthWatch triggers alarms in the customer environment)
- Zone locking
- Zone and host policy settings

Ad-hoc Services

Lancope and certified partners can provide additional services for customers. Requirements must be discussed with technical staff on a case by case basis to determine statement of work and viability. Examples of services include IDentity log parsers and workflows.

About Lancope, Inc.

Lancope®, Inc. is a leading provider of flow-based monitoring to ensure high-performing and secure networks for global enterprises. Unifying critical network performance and security information for borderless network visibility, Lancope provides actionable insight that reduces the time between problem identification and resolution. Enterprises rely on Lancope to make better network decisions, respond faster to network problem areas and avoid costly outages and downtime — at a fraction of the cost of conventional network monitoring solutions.

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