

ALGOSEC RESIDENT ENGINEER SERVICE

The AlgoSec Resident Engineer Service Pack is a comprehensive service with a dedicated technical engineer that acts as a partner and advisor. The AlgoSec Resident Engineer typically devotes at least one day a week to help you accelerate your network security management and achieve immediate success.

The AlgoSec Resident Engineer becomes the expert in your organization's processes and requirements as well as in your network's specific configurations and challenges – delivering higher business value faster. Even when your organization has staffing changes, the AlgoSec Resident Engineer preserves organizational memory, ensuring a seamless transition and accelerating onboarding of new employees so you aren't left behind.

Serving as your single point-of-contact, the AlgoSec Resident Engineer also acts as a liaison to AlgoSec technical services, engineering, and product management teams, enabling faster remediation and ensuring optimal product usage.

You will also enjoy these complementary services:

- Adoption training for your system's users to increase usage and accelerate ROI.
- System audit – comprehensive system review by an AlgoSec expert.
- Optional environment replication in AlgoSec's QA lab.
- AlgoCare – SaaS-based enhanced support, designed for rapid ticket resolution.

Key Benefits

- Exclusive access to AlgoSec R&D and product management
- Consultancy to address your business needs
- Dedicated technical engineer
- Expertise, training, and knowledge sharing
- Accelerate adoption
- Business continuity during staffing transitions
- Enhance workforce productivity

WHY DOES YOUR ORGANIZATION NEED A RESIDENT ENGINEER?



Maximize your business value

- Introduce innovative technologies and features to suit your organizational needs.
- Direct access to product management to make feature requests.



Business continuity

- Ensure smooth knowledge transfer during internal staff changes.



A Single AlgoSec Solution for all Your Business Needs

- Knowledge retention: A focal point familiar with your unique business needs.
- Centralize and synchronize your AlgoSec-related in-house activities.



Accelerate adoption

- Dedicated adoption training and support for end-users and internal customers.



Reduce operational costs

- Proactive monitoring of overall system performance.
- Perform frequent health checks.
- Manage, test, and perform upgrades.
- Smooth communication and information transfer between your organization and AlgoSec.



Personal consultancy

- Advise on the best way to address security challenges.
- Architectural review or “Blueprint for Success” consultancy.



Smoothly maintain your AlgoSec products

- Test new features, releases, and customizations.
- Get quick turn-around on technical support issues by managing cases with a dedicated AlgoSec engineer and free AlgoCare service.



Accelerate deployment to achieve faster time to value

- Complete technical system audit – ensure your system is optimally configured to get the best performance & functionality.
- Dedicated technical deployment and configuration:
 - Configure devices in AlgoSec
 - Roles and profile configuration and LDAP integration
 - Deploy AlgoSec products
 - Network map accuracy
 - Reports customization
- Environment replication in AlgoSec’s QA labs (optional, select organizations only).



Enhance Your Team’s Expertise With the AlgoSec Solution

- Hands-on training enabling smooth implementation and operation.
- Share best practices for using AlgoSec.