



# WebSense Professional Services

Your time and resources are valuable. Your employees, contractors, and partners use Web and email services to innovate and stay competitive. To support them, you've wisely invested in WebSense Essential Information Protection (EIP) solutions to keep malware and inappropriate content out of your organization, while also keeping your confidential data safe.

But selecting WebSense was the easy part. Getting the solution deployed, configured, and tuned requires focused planning with business data owners, network and systems operators, and information security managers. While default configurations, built-in policies, and actionable incident management make WebSense EIP solutions ideal, not everything can be automated. Your staff has the aptitude for these tasks, but they may not have the time to efficiently address them.

What operational challenges are keeping you from getting the most out of your WebSense investment?

“WebSense Professional Services accelerated and simplified our Web Security Gateway deployment.”

**Enterprise Systems Engineer**  
(a U.S. Metropolitan Public School System)

### How it Works

WebSense Professional Services assist WebSense customers through consulting engagements staffed by WebSense certified engineers, who assess, plan, design and optimize WebSense Web, data or email security solutions for your business environment. Quick Start, Tuning, Upgrade and Migration packages enable the full lifecycle of WebSense

solutions from initial deployment, policy configuration, upgrades from previous versions, and migrations from non-WebSense solutions. Enterprises are assured of a customized and fully operational deployment at the conclusion of each engagement, leaving IT staff empowered to efficiently enable and secure users on an ongoing basis.

### Implementation Methodology

WebSense Professional Services follows a proven methodology for an efficient and effective consulting engagement, at the conclusion of which knowledge transfer to the client is customary, to ensure that IT staff is empowered for ongoing support of the WebSense solution. The four-step phase comprises:



**Assess** - Business stakeholders for confidential data definition, success criteria; IT managers for details on network communication channels, data stores, access privileges, and network/security architecture.

**Plan** - Solution architecture, phased policy setup and implementation, incident management/ response, operational readiness plan.

**Implement** - Phased implementation of policies, auditing/reporting, notifications, enforcement.

**Optimize** - Tune and expand policies, extend policy coverage; knowledge transfer to enable client's ongoing management of solution.

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## Services Overview

Websense offers pre-packaged services to quickly and easily achieve ROI without burdening your staff with training for a one-time deployment. These services allow you to purchase a predictable and proven set of deliverables within defined parameters for your Websense installation.

Websense Professional Services Package	Websense Security Solution		
	WEB	DATA	EMAIL
<b>Quick Start</b> - Accelerate deployment by assisting customer implementation team with analysis of environment, system configuration, basic policy definition.	•	•	•
<b>Tuning</b> - Optimize systems and policy configuration to efficiently meet business and IT security requirements.	•	•	
<b>Upgrade</b> - For newer versions of Websense solution, implement upgrade to retain policies from previous versions while taking advantage of newer features.	•	•	
<b>Migration</b> - Retain relevant configurations from legacy 3rd party solution when deploying new Websense solution.	•	•	•

## Websense Professional Services Package Details

### Quick Start Packages:

With insufficient IT resources and time, a Websense investment runs the risk of being under-utilized. The Quick Start packages accelerate Websense solution deployment by assigning a project manager and engineer to work with the customer's implementation team to assess the current environment, develop a project plan, and remain onsite to optimize the implementation.

### Tuning Packages:

Existing Websense customers may uncover areas of their Websense deployment where operational efficiency could be improved, such as incident management and policy definition. Combined with evolving business requirements, these inefficiencies are well-served by experienced review and modification of existing deployments.

The Tuning packages optimize existing Websense deployments by assigning a certified engineer to work with the customer's operational team to assess the current installation as well as critical business requirements. The engineer provides recommendations and once agreed upon, the changes can be implemented while onsite to ensure the solution is properly tuned for performance and reliability.

### Upgrade packages:

Websense solutions evolve to meet the challenges of the dynamic threat landscape and new customer requirements. Similar to a Quick Start package, the Upgrade packages accelerate new Websense solution deployments by assigning a certified engineer to upgrade an older Websense installation, all while retaining necessary system and policy configurations.

### Migration Packages:

Many customers invest in Websense solutions as a replacement for ineffective 3rd party solutions but struggle with migration due to the complexities associated with retaining the same business policies and systems configurations. The Migration packages offer a smooth transition to the latest Websense solution by assigning a certified engineer to perform the necessary analysis of the legacy systems, map the necessary components, and then deploy and configure the new Websense system based on the mapping.

This package also provides a detailed plan utilizing our implementation methodology that ensures proper planning and execution.

For more information, contact your Websense sales representative or authorized reseller and visit [www.websense.com](http://www.websense.com).

