

Cloud Harmonics Professional Services



Count on a seamless implementation that meets and exceeds customer expectations with Cloud Harmonics Solution Services certified experts at your side. Whether your customer is new to security or working within an advanced enterprise, we partner with your team to deliver the services that lead to a successful installation.

Ensure Smooth Implementations

Cloud Harmonics professional service offerings help you maximize your customer's investment and set them up for success. Our goal is to quickly get the customers' product up and into Production. We start by first successfully deploying the Palo Alto Networks Next-Generation firewall solution. Then we revisit and optimize to fine-tune and maximize performance. Additional optimization services can then be considered as customers' requirements evolve and they are ready to take advantage of additional Palo Alto Networks Next-Generation capabilities.



BPA/SLR Assessments: One-hour sessions to discuss the customer's existing security controls and how they can increase coverage and effectiveness.



Planning:

- Project kickoff includes a planning call to cover all of the requirements, contacts, and scheduling
- Review of Cloud Harmonics Solution Services's Pre-scoping Questionnaire
- Discovery and analysis of existing environment including firewall design, network diagrams, and deployment planning



Deployment: Configuration and implementation of Palo Alto Networks Next-Generation firewalls, using a combination of best practice strategies from Palo Alto Networks and our own experience in the field including, but not limited to:

- Licensing, dynamic updates, and product registration
- Greenfield creation of brand new security rules
- App-ID migration of commonly used networking service ports
- Activating content and threat protection (anti-virus, anti-spyware, vulnerability, etc.)
- User-ID config with up to three (3) identification methods (Windows, syslog monitoring, server monitoring)
- Create up to three (3) basic custom reports on applications, threats or URLs



Post-Deployment:

- Up to four hours of post-cutover support
- Up to four hours of knowledge transfer
- 2 day Optimization Services to review log accumulation (30 day Post-Deployment) for fine-tuning of Security and NAT rules, User-ID troubleshooting or additions, or App-ID modifications.

Contact your Cloud Harmonics account manager or email us at info@cloudharmonics.com for more information.