Cloudrise

Data Protection, Elevated

2023 Service Catalog

NETSKOPE SERVICES

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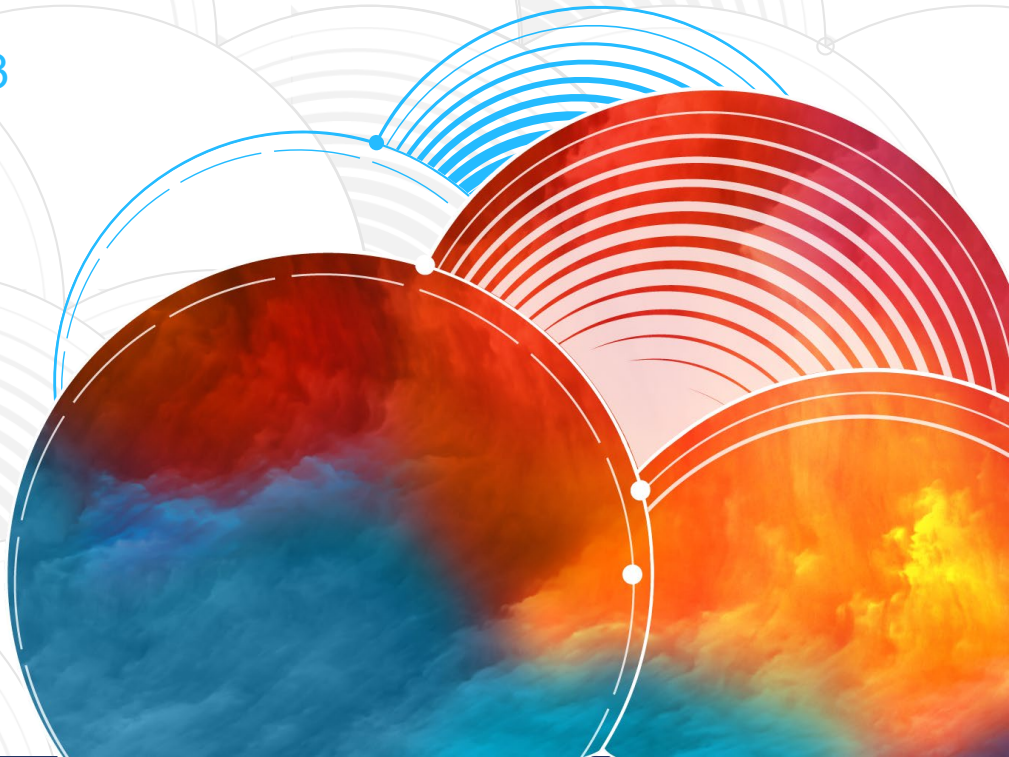

Cloudrise

SERVICES PORTFOLIO

We help organizations elevate their data protection and cloud security programs. Drawing from 20+ years of experience in the field, we have tailored our services to be **focused on securing organizations' data wherever it resides**. In addition to our data-centric **professional and managed services**, Cloudrise offers **Netskope-specific services** tailored to your business needs.

See details in following pages >>>

OUR EXPERTISE

Data Protection

Cloud Security

Managed Services

OUR SERVICES

Managed

Free up talent to focus on your business by leveraging our deep expertise to monitor, operate, and continuously improve your entire data-centric ecosystem.

Optimization

Boost value to your bottom line by optimizing your data-centric programs and integrating your technologies.

Implementation

Reduce risk and boost ROI with tailored data protection, privacy, and cloud security technologies and programs.

Advisory

Increase the value of your security investment by determining if your people, processes, and tools help achieve your specific data security goals.

SUPPORTED TECHNOLOGIES

Secure Service Edge	*Cloud Security*	*Data Loss Prevention*	*Discovery & Classification*

CLOUDRISE SERVICES FOR NETSKOPE

Deployment Services

Regardless of the size of the organization, Cloudrise offers **deploy, configure, optimize, and managed services for Netskope**. If implementing Netskope for the first time, our **Deployment Services** will get the platform operational and customized for your business needs. If already installed, we will **optimize your deployment to drive the greatest ROI** out of the Netskope Platform. **Not finding what you are looking for?** We can customize a quote for any Netskope product or licensing package.

Scope & Activities

Netskope Platform Foundational Deployment Services

- Provision user identities, groups, and organization units from either Active Directory or one of the supported Cloud Identity Directories to the Netskope Cloud Security Platform.
- Deploy Single Sign On (SSO) and Role Based Access Control (RBAC) for Netskope Tenant Admin Console.
- Deploy Forensics and Incident Management.
- Deploy foundational steering mechanisms and baseline out-of-the-box policies.
- Integrate Netskope Cloud Security Platform with other supported security tools using Cloud Exchange. Includes up to 3 plugins.
- Create deliverables (Project Plans and perform knowledge transfer.

Secure Service Edge (SSE)

Deploy Netskope SSE to include Netskope Private Access (NPA)*, Next Gen Secure Web Gateway (NG-SWG), Cloud Firewall (CFW), Advanced Threat, Advanced Data Loss Prevention (DLP), Advanced User Entity Behavior Analytics (UEBA), and Advanced Analytics. **NOTE: We also offer SSE services without NPA.*

< 1K Users	*1,001 – 2.5K Users*	*2,501 – 5K Users*	*5,001 – 10K Users*	*10,001 – 50K Users*
Includes: • 1 steering mechanism • 5 private applications • 2 publishers • 5 NPA policies • 4 GRE/IPSec tunnels • 3 SWG policies • 3 DLP rules • 10 CFW policies • 1 threat policy • Predefined UEBA	Includes: • 1 steering mechanism • 8 private applications • 3 publishers • 8 NPA policies • 4 GRE/IPSec tunnels • 6 SWG policies • 3 DLP rules • 15 CFW policies • 1 threat policy • Predefined UEBA	Includes: • 1 steering mechanism • 10 private applications • 4 publishers • 10 NPA policies • 4 GRE/IPSec tunnels • 8 SWG policies • 3 DLP rules • 20 CFW policies • 1 threat policy • Predefined UEBA	Includes: • 2 steering mechanisms • 20 private applications • 8 publishers • 20 NPA policies • 4 GRE/IPSec tunnels • 10 SWG policies • 3 DLP rules • 30 CFW policies • 1 threat policy • Predefined UEBA	Includes: • 2 steering mechanisms • 50 private applications • 12 publishers • 50 NPA policies • 4 GRE/IPSec tunnels • 12 SWG policies • 3 DLP rules • 30 CFW policies • 1 threat policy • Predefined UEBA

Services continued on next page...

CLOUDRISE SERVICES FOR NETSKOPE

Deployment Services

Scope & Activities

Next Generation Secure Web Gateway (NG-SWG)

- Deploy NG-SWG for endpoint platforms using Netskope Client and/or IPsec/Generic Routing Encapsulation (GRE) tunnels.
- Activate users, configure SWG policies, and support production pilot group(s).

< 1K Users	*1,001 – 2.5K Users*	*2,501 – 5K Users*	*5,001 – 10K Users*	*10,001 – 50K Users*
Includes: • 1 location (2 IP/GRE tunnels) • 1 steering method • 3 policies • 2 production pilot groups	• 1 location (2 IP/GRE tunnels) • 1steering method • 5 policies • 3 production pilot groups	Includes: • 2 locations (4 IP/GRE tunnels) • 1 steering method • 8 policies • 4 production pilot groups	Includes: • 3 locations (6 IP/GRE tunnels) • 2 steering methods • 12 policies • 5 production pilot groups	Includes: • 4 locations (8 IP/GRE tunnels) • 3 steering methods • 20 policies • 6 production pilot groups

API-Based Cloud Access Security Broker (API-CASB)

- Deploy connections to managed cloud apps.
- Activate users and configure CASB API policies to act on the exposure of sensitive data at rest.
- Perform data at rest scanning for threat data.
- Provide overview of dashboards.

< 1K Users	*1,001 – 2.5K Users*	*2,501 – 5K Users*	*5,001 – 10K Users*	*10,001 – 50K Users*
Includes: • 3 connections • 3 policies	• 5 connections • 5 policies	Includes: • 8 connections • 8 policies	Includes: • 12 connections • 12 policies	Includes: • 20 connections • 20 policies

Email Data Loss Prevention (EDLP)

- Deploy DLP rules within the Netskope Email Data Loss Prevention (DLP) solution.
- Provide support for in-scope production pilot groups.

< 1K Users	*1,001 – 2.5K Users*	*2,501 – 5K Users*	*5,001 – 10K Users*	*10,001 – 50K Users*
Includes: • Support for 1 production pilot group • 3 DLP rules	• Support for 1 production pilot group • 4 DLP rules	Includes: • Support for 2 production pilot groups • 6 DLP rules	Includes: • Support for 3 production pilot groups • 8 DLP rules	Includes: • Support for 4 production pilot groups • 12 DLP rules

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CLOUDRISE SERVICES FOR NETSKOPE

Deployment Services

Scope & Activities

Cloud Inline (CLINL)

- Deploy Netskope Cloud Inline for multiple endpoint platforms using the Netskope Client.
- Includes the deployment of traffic steering mechanisms, API-based Cloud Access Security Broker (CASB) policies, Advanced Threat policies, Advanced Data Loss Prevention (DLP) rules, and predefined User Entity Behavior Analytics (UEBA).

< 1K Users	*1,001 – 2.5K Users*	*2,501 – 5K Users*	*5,001 – 10K Users*	*10,001 – 50K Users*
Includes: • Support for 2 production pilot groups • 1 steering mechanism • 4 CASB policies • 3 DLP rules • 1 threat policy • Predefined UEBA	• Support for 3 production pilot groups • 1 steering mechanism • 6 CASB policies • 5 DLP rules • 1 threat policy • Predefined UEBA	Includes: • Support for 4 production pilot groups • 1 steering mechanism • 8 CASB policies • 3 DLP rules • 1 threat policy • Predefined UEBA	Includes: • Support for 5 production pilot groups • 2 steering mechanisms • 12 CASB policies • 3 DLP rules • 1 threat policy • Predefined UEBA	Includes: • Support for 6 production pilot groups • 2 steering mechanisms • 20 CASB policies • 3 DLP rules • 1 threat policy • Predefined UEBA

Netskope Private Access (NPA)

- Configure the Netskope Private Access solution for Windows and iOS endpoint platforms.
- Includes the deployment of private application and private application-based policies, Netskope publishers, and production pilot group support.

< 1K Users	*1,001 – 2.5K Users*	*2,501 – 5K Users*	*5,001 – 10K Users*	*10,001 – 50K Users*
Includes: • 5 private app & private app-based policies • 2 Netskope publishers • Support for 1 production pilot group	• 5 private app & private app-based policies • 2 Netskope publishers • Support for 1 production pilot group	Includes: • 10 private app & private app-based policies • 4 Netskope publishers • Support for 2 production pilot groups	Includes: • 20 private app & private app-based policies • 8 Netskope publishers • Support for 4 production pilot groups	Includes: • 50 private app & private app-based policies • 12 Netskope publishers • Support for 5 production pilot groups

Managed & Universal Services on following pages...

CLOUDRISE SERVICES FOR NETSKOPE

Managed Services

Cloudrise Managed Services provide customers options for **platform and program configuration, optimization, and management**. These are **fixed-cost services** that will **maximize your value** from the Netskope platform, and continuously **operate and improve** your data protection program in a **cost-effective** manner.

Scope & Activities

Managed Services

Intended as a **full service** for a customer without resources and/or appetite to manage the platform and program. Cloudrise **Managed Services includes daily operations**, except for incident and event management.

***Included*:**

- Provision user identities, groups, and organization units from either Active Directory or one of the supported Cloud Identity Directories to the Netskope Platform.
- Manage Single Sign On and Role Based Access Control for Netskope Tenant Admin Console.
- Manage Forensics and Incident Management.
- Manage in-scope Netskope solution, activate users, configure policies, and support production pilot groups.
- Integrate Netskope with other supported security tools using Cloud Exchange.
- Create deliverables (HLD and As-Built Document) and perform knowledge transfer.
- Provide policy advise and support
- Customize reports and dashboards
- Provide technical support
- Policy management
- Subject matter expert support
- P1 / P2 ticket support
- Value realization / feature updates
- Security governance planning & strategy sessions, including quarterly business reviews and cadence meetings customized to customer needs

CLOUDRISE SERVICES FOR NETSKOPE

Universal Services

Tailored for organization-specific business needs, Cloudrise **Universal Services can be utilized with any data protection, cloud security, or data privacy technologies and programs.**

Scope & Activities

Activities	Resident Engineer Flex	Annual Resident Engineer	Annual Premium RE	Managed Services
Weekly time commitment	Custom	Custom	Team-Based	Team-Based
Cadence calls and reporting	✓	✓	✓	✓
Industry-wide best practice applied to operations	✓	✓	✓	✓
24x7 on-line knowledge base access	✓	✓	✓	✓
Quarterly business reviews (QBRs)	✓	✓	✓	✓
Formal policy and tenant health reviews	✓	✓	✓	✓
Hands-on troubleshooting	✓	✓	✓	✓
Hands-on upgrade and integration assistance	✓	✓	✓	✓
Guidance on best practice policy configuration and tuning	✓	✓	✓	✓
Policy configuration and tuning activities	✓	✓	✓	✓
First-line support	✓	✓	✓	✓
“Reach-back” to TAM support if needed	✓	✓	✓	✓
Team redundancy for holiday, illness	✖	✖	✓	✓
P1 / P2 ticket support	✖	✖	✖	✓
Value realization / feature updates	✖	✖	✖	✓
Security governance planning & strategy sessions	By request	By request	By request	✓

Not finding what you are looking for?
We can customize ANY data protection, cloud security, or data privacy technology or program.

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Partner of the Year

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