



Digital Enterprise. Protected.

RSA Archer On-Demand Support Services

RSA Archer On-Demand Support Service offers a combination of real world experience and subject matter expertise.

If you are an RSA Archer customer with limited internal expertise, our RSA Archer on-demand support services provides ready access to RSA Archer Certified Consultants in a cost-effective manner. This service offers unlimited support for a scoped set of requests, which broadly take less than 30 minutes each to complete. Leveraging our experience in successfully delivering over 400 projects involving RSA Archer solutions, we have created this offering for these scenarios::

- 1.** Customers completing their initial RSA Archer implementation, or who have just added one or more new Use Cases. The Service offers ongoing configuration support after the implementation team has completed their work and closed out the project
- 2.** Customers that do not want to support their RSA Archer instance by maintaining a staff of one or more trained internal resources. The Service ensures a team of qualified consultants are available in short order for technical issues and potential enhancements
- 3.** Customers who plan to develop their own staff of internal RSA Archer trained resources. The Service makes available to that person, or people, a technically capable second line of help to investigate problems or aid with design inquiries.

No matter the circumstance, our goal is to provide on-demand support services and subject matter expertise that will facilitate ongoing stability within your RSA Archer environment.

TÜV Rheinland also offers the option of purchasing Rapid Change Hours. This bucket of hours is intended for any task requiring more than 30 minutes to complete, but less than 16 hours. It allows for quick system enhancements that may not be significant enough to warrant a fullscale project with a dedicated SOW.

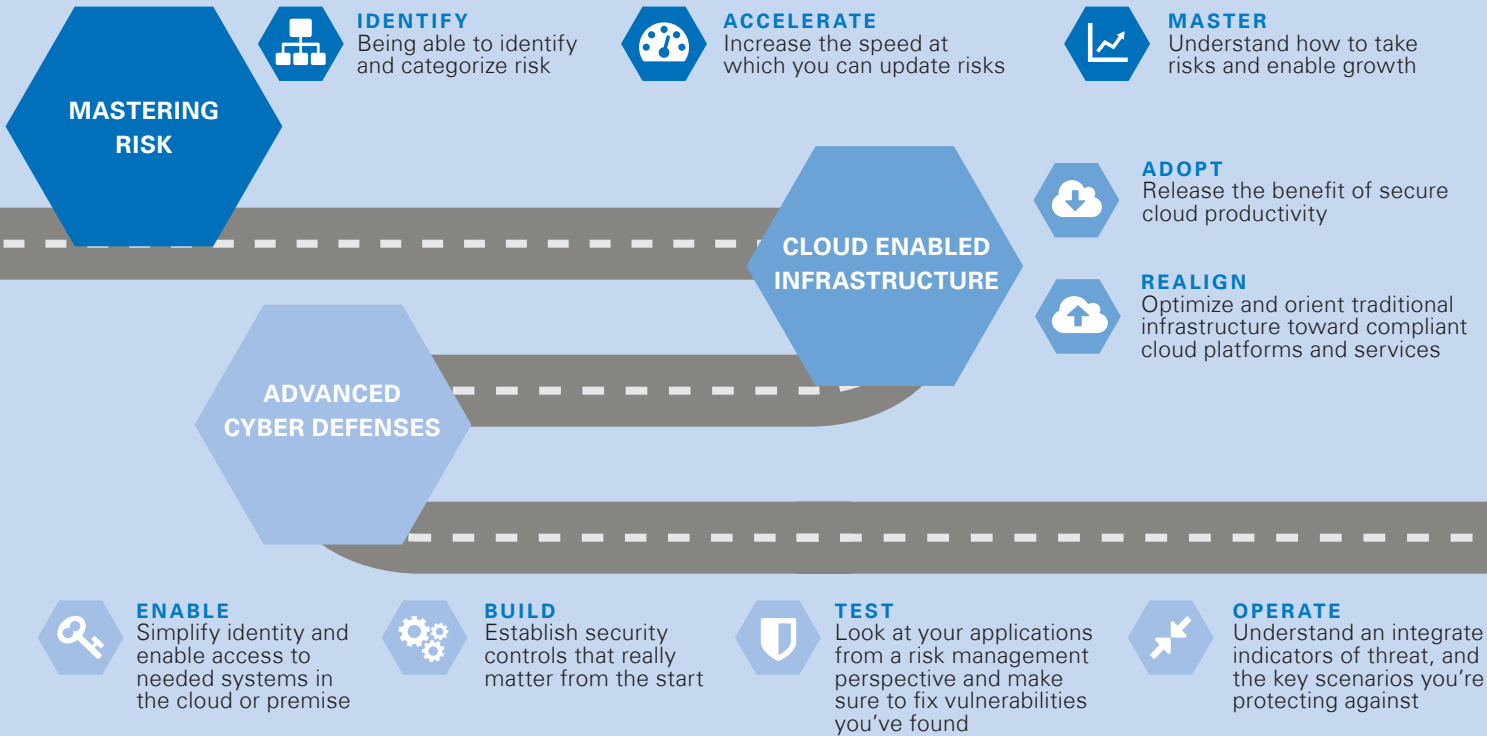
Our on-demand support service for RSA Archer includes:

- 12-month term
- Remote “on shore” support
- Coverage in local time zone,
- RSA Archer administrative support services,
- Optional bucket of “rapid change” hours,
- Defined Service Level Objectives,
- Fixed monthly fee
- Monthly and quarterly reviews.

TYPES OF ASSISTANCE:

- Assistance with importing bulk data / bulk changes
- Maintain role definitions, set-up new users, move users between roles
- Manage and maintain reasonable changes to the enterprise model
- Provide second-line support and triage support
- Act as the liaison between client and RSA
- Management of any identified issues with RSA
- Maintenance and development of management information
- Support and maintenance of existing security model
- Producing and /or reviewing audit logs
- Request data back-ups from RSA

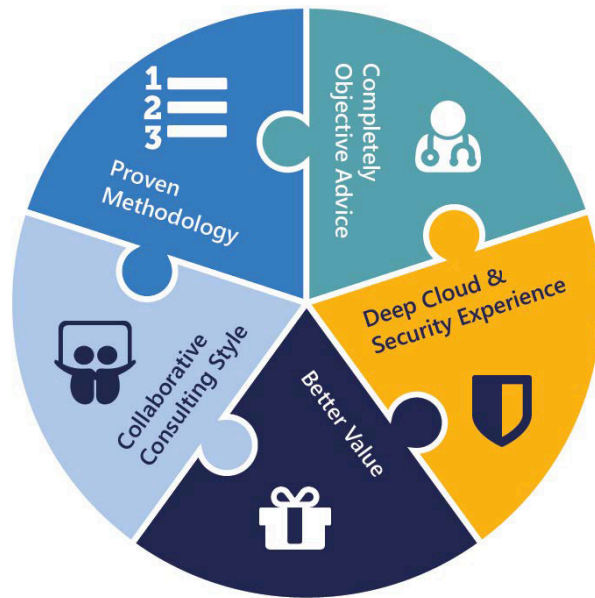
TÜV Rheinland Portfolio Overview



WHY TÜV RHEINLAND OPENSKY?

TÜV Rheinland is a global leader in inspection services, founded more than 140 years ago. The group maintains a worldwide presence with 19,600 employees with an annual sales of 1.9 billion euros. For more than 15 years, TÜV Rheinland has been supporting the private and public sector with comprehensive consulting and solutions expertise in IT, cybersecurity and telecommunication through digital transformation processes.

Protecting Enterprise in an increasingly digital world.



For more information, please go to:
www.tuvopensky.com