Absolute Assist Essentials for Secure Access

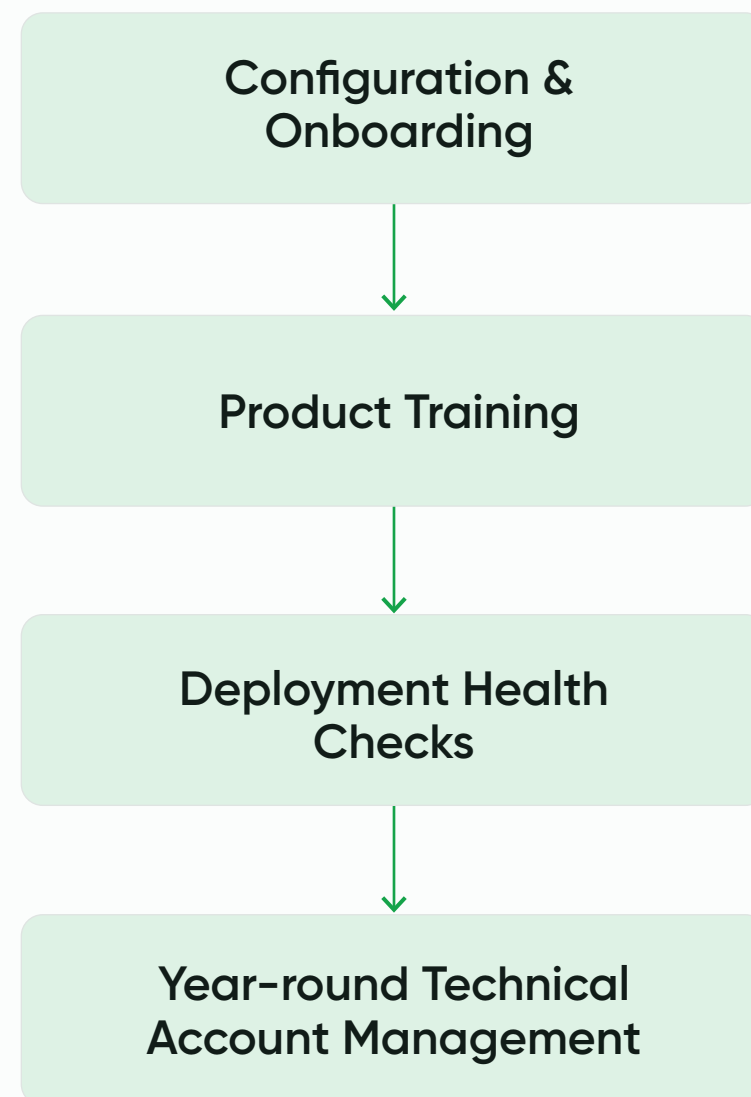## Expert IT Operations and Network Security Consulting Services

In today's work from anywhere environment, where remote endpoints are extended outside the organization, it is vital to extend the concept of cyber resilience to include network connectivity and critical applications. This requires the network to form trust with an endpoint device that uses a mix of connectivity options that are not necessarily owned by the organization.

Accelerate your path to network resilience and maximize your ROI from the Absolute platform with Absolute Assist Essentials for Secure Access, a comprehensive onboarding and account management service that will make the most out of your investment, equip your team with best practices, and strengthen your overall security posture.

Built on years of industry experience, thousands of satisfied customers, and a foundation of proven security principles, Absolute Assist Essentials ensures that your organization is protected by Absolute Secure Access, the only secure network resilient communication platform.

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Absolute Assist Essentials

Configuration & Onboarding

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Product Training

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Deployment Health Checks

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Year-round Technical Account Management

Service Overview

To ensure long-term success in operating and optimizing your Absolute Secure Access environment, Absolute will provide a Technical Consultant that will assist your organization in achieving the maximum business value from your investment. The Absolute Technical Consultant will help you optimize your environment, provide access to value-added services, and serve as your personal contact and escalation liaison for any support issues. Technical Consultants are subject matter experts and work directly with you to optimize the use of Secure Access in your environment. Services provided with Absolute Assist Essentials for Secure Access include:

- Monthly check-ins to review your organization's projects involving Secure Access and any open support issues
- Secure Access product deployment and configuration (for new customers)
- Annual environment health check and executive QBR review
- One or more seats per year (based on licensed device count) in the Absolute Secure Access Certification course

Service Details

Absolute Assist Essentials for Secure Access provides unrivaled product knowledge and proven skills to help you streamline your deployment and improve operations of your Secure Access portfolio. Backed by the resources of the entire Absolute organization and armed with best practices, we work with you to minimize operational risks and realize business value from your Absolute Secure Access investment. Avoid common pitfalls by leveraging lessons learned from thousands of Absolute Secure Access implementations. Ensure high availability and performance with a direct point of contact for your technology-related and system questions or problems.

During this annual engagement, an Absolute Technical Consultant will be assigned and help to ensure your program objectives are met. Based on a clear understanding of customer needs, Absolute Technical Consultants will guide you through a variety of services including:

1. **General**

- Ongoing onboarding with requirements review (deployment, configuration, base implementation, training)

- Access to Absolute Secure Access Product Management once a year for product roadmap and to provide product feedback as part of remote account review

- Ongoing information sharing and configuration support based on best practices and industry trends

- Sharing documentation relevant to the use of Absolute and/or industry specific information

2. **Technical Account Management**

- Monthly check-in meetings with your Secure Access administrators

- Project status review of any internal projects involving Secure Access

- Review of open technical support cases with Absolute

- Semi-annual Executive Business Review meeting with key stakeholders from Absolute and your organization
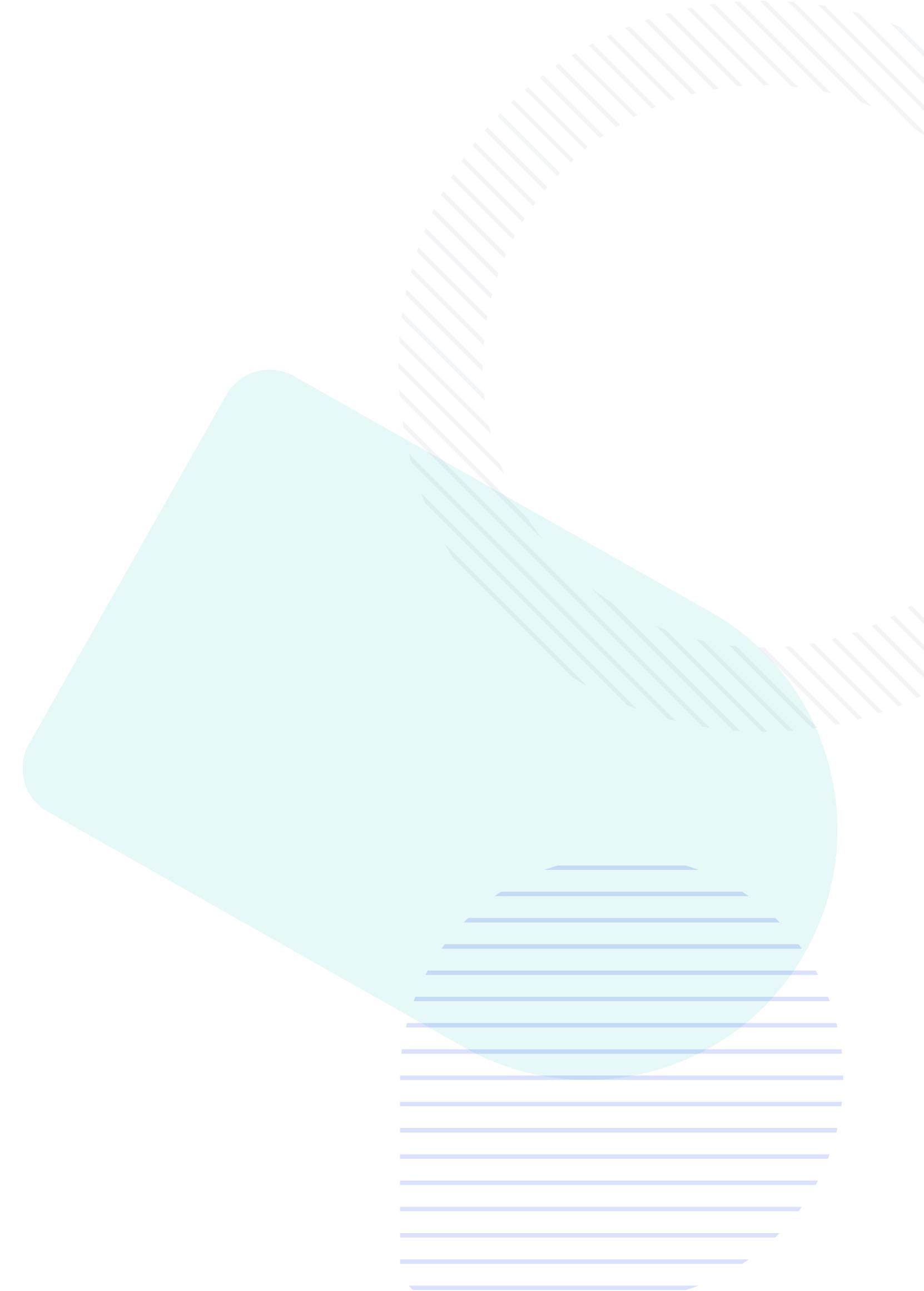
3. Account Health Assessment

- Product release updates

- New feature orientation and training for console administrators as needed

- Annual health assessment of the Secure Access infrastructure

- Best practices review

- Architecture review

- Policy review

- Security review

- Future upgrade planning

4. Training

- One or more seats per year (based on licensed device count) in our Secure Access Certification course to:

  › Ensure new staff are fully trained and certified

  › Ensure staff stay up to date on newly released Secure Access features

How to Get Started

To get started with Absolute Assist Essentials for Secure Access, reach out to your account executive to discuss how **Absolute's Professional Services** can help.

Adoption Lifecycle Options from Absolute Security

Increase your investment with Absolute

Services	Maximizing Investment Assist	Drive Adoption Assist Essentials	Optimized Deployment Private Onboarding	DIY Software Only
Digital Onboarding & Product Admin Documentation	✓	✓	✓	✓
Private Product Expert Assisted Deployment	✓	✓	✓	○
Reoccurring Check-in Meeting with Technical Account Manager	✓	✓	○	○
Annual Deployment Health Check	✓	✓	⊕ PURCHASED SEPARATELY	⊕ PURCHASED SEPARATELY
Year-round Consultation with Product Experts	✓	✓	○	○
Instructor-led Admin Course Training Credits	✓	✓	⊕ PURCHASED SEPARATELY	⊕ PURCHASED SEPARATELY
Expanding Use-case Consulting	✓	○	○	○
Product Customization Credits including ServiceNow Integration (Secure Endpoint)	✓	○	⊕ PURCHASED SEPARATELY	⊕ PURCHASED SEPARATELY
Server Upgrade & SaaS Migration Assistance (Secure Access)	✓	○	⊕ PURCHASED SEPARATELY	⊕ PURCHASED SEPARATELY
Support Case Tracking by Technical Account Manager	✓	○	○	○

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Absolute Software makes security **work**. We empower mission-critical performance with advanced cyber resilience. Embedded in more than 600 million devices, our cyber resilience platform delivers endpoint-to-network access security coverage, ensures automated security compliance, and enables operational continuity. Nearly 21,000 global customers trust Absolute to protect enterprise assets, fortify security and business applications, and provide a frictionless, always-on user experience.

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