



Trellix Flex Services Catalog

An abstract graphic at the bottom of the page consisting of numerous vertical lines of various colors (blue, green, yellow, orange, pink, purple) that rise from the bottom edge and terminate in small, colored dots of the same color. The lines are of varying heights and are spaced out across the width of the page, creating a sense of depth and connectivity.

Experience Success Beyond Support

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Overview

This is the Flex Services Catalog for customers to pick and choose from available professional services options.

Contact Information: To request this service, please contact your Customer Success Manager or email us at flexservices@trellix.com.

Disclaimer

Each service within our catalog is designed with a specific intent and outcome in mind. To maintain the integrity and efficacy of our services, it is imperative for activities to stay within the designated scope. For instance, a health check service will concentrate solely on the evaluation of current configurations and will not involve the deployment of new technologies. Moreover, there exists an expectation for customers to fulfill service prerequisites before service delivery. Meeting these prerequisites is paramount to guaranteeing the anticipated outcome and ensuring time efficiency. Additionally, every service is sized according to a standard scope. The Flex Credit description enclosed for each service offering states the entire, complete, and full value of what is being provided. Depending on the unique needs and scale of the customer environment, additional credits might be necessary to achieve the desired outcome beyond the established service guardrails. We encourage customers to engage with our team to ascertain clarity and alignment on scope, prerequisites, and potential credit implications. As a global prerequisite for customers to take advantage of the Flex services offerings, customers are required to have had purchased Trellix Thrive Advanced or Elite programs and have access to available Flex credits to spend on these services.

Trellix terms and conditions provided at <https://www.trellix.com/about/legal/> shall apply.

Solutions Services

Deployment

Deployment Assistance

Reference Number: Flex-D001

Flex Credits: 2

Description: New deployment, configuration, deployment augmentation, deployment checks of an appliance, sensor, or agent package required to enable functionality in the Trellix platform.

Value: Maximizing the full potential of the Trellix security solutions platform helps organizations to gain the edge over adversaries, and deployment assistance can help get you there. Whether its augmentation of network visibility and detection with a new sensor, additional endpoint coverage, or a validation of an existing deployment, this service is designed to provide optimal value from your Trellix solutions.

Covered Solutions: SecOps, Endpoint, Data Protection, Email, Network

Prerequisites:

- Account permissions and access required for the activity
- Necessary ports and protocols enabled and ready for utilization
- DNS, IP assignments, firewall policy configurations, physical layer cabling, Etc.

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Migration / Displacement

Reference Number: Flex-D002

Flex Credits: 2 (simple) / 10 (complex)

Description: Migrating from another endpoint or XDR solution or displacing an existing competitor solution.

Value: As you migrate and adopt the new Trellix solution to replace a previous endpoint or XDR solution, the Migration / Displacement service can help you get current configurations captured and implemented in your new Trellix solution. Examples of migrated content are whitelist/blacklist, exceptions lists, configurations and policy related settings, policy structures, and more.

Covered Solutions: SecOps, Endpoint

Prerequisites:

- Account permissions and access required for the activity
- Necessary ports and protocols enabled and ready for utilization
 - DNS, IP assignments, firewall policy configurations, physical layer cabling, Etc.
- Assessment of policy settings to be converted to new platform solutions

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Delivered outcome
- Summary correspondence with reference materials

Validation Check

Reference Number: Flex-D003

Flex Credits: 2

Description: In an existing deployment requiring a check on a solution to ensure proper visibility. This can include:

- Network/Email traffic
- Data ingest
- Agent connectivity

Value: Our Validation Check service is an essential tool for organizations to ensure the effectiveness and efficiency of their existing security deployments. Focused on critical areas such as network/email traffic, data ingest, and agent connectivity, this service provides assessment to confirm that your security solutions are functioning optimally and providing the necessary visibility. Whether it's verifying the integrity of network traffic analysis, ensuring reliable data ingestion, or confirming seamless agent connectivity, our service offers peace of mind that your security infrastructure is performing as intended. By identifying and addressing any gaps or inefficiencies, the Validation Check service not only enhances your security posture but also optimizes system performance, ensuring that your organization is fully protected and making the most of its security investments.

Covered Solutions: SecOps, Endpoint, Network, Email

Prerequisites:

- Necessary account access and credentials to the systems and services in scope
- Ability to execute commands and/or tools against in scope technologies for data collections
- Architecture details where applicable for network, Email, XDR, and Endpoint solutions

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Configuration

Configuration Assistance

Reference Number: Flex-C001

Flex Credits: 2

Description: Configuration assistance from a Trellix Expert on one of the following topics:

- Dashboards & Reporting
- System Monitoring
- Data Parsing
- Rule Development
- RBAC Configuration
- Policy Configuration
- Module Enablement
- Appliance Back ups

Value: Maximizing the full potential of the Trellix security solutions platform helps organizations to gain the edge over adversaries, and deployment assistance can help get you there. Whether its augmentation of network visibility and detection with a new sensor, additional endpoint coverage, or a validation of an existing deployment, this service is designed to provide optimal value from your Trellix solutions.

Covered Solutions: SecOps, Endpoint, Data Protection, Email, Network

Prerequisites:

- Account permissions and access required for the activity
- Understanding and concept of desired outcome
- Parsing requirements, rule logic, policy requirements, dashboard requirements, Etc.

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Custom IOC**Reference Number:** Flex-C002**Flex Credits:** 4**Description:** Develop and tune custom IOCs for specific detection use cases.

Value: Our Custom IOC (Indicator of Compromise) Service is tailored to enhance your cybersecurity detection capabilities by developing and fine-tuning bespoke IOCs for your specific needs. This service offers a targeted approach to threat detection, ensuring that your security systems are not just relying on generic indicators but are equipped with customized IOCs designed to identify specific threats relevant to your unique environment. By focusing on your particular use cases, we provide a more precise and effective way to monitor potential security breaches, reducing false positives and improving overall threat detection accuracy. This service is invaluable for organizations seeking to strengthen their proactive defense mechanisms, ensuring that their security posture is not only robust but also uniquely aligned with their specific operational landscape and threat profile.

Covered Solutions: SecOps, Endpoint**Prerequisites:**

- Account permissions and access required for the activity in the systems relevant to the request
- Must have a means of testing and validating activity in which the IOC is meant to detect, or must have sufficient documentation and materials to allow for creating the IOC and verifying its efficacy

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Hunting / IR Capabilities**Reference Number:** Flex-C003**Flex Credits:** 2**Description:** Configuration of incident response features, hunting, forensic collection, search functions, and other analyst/IR features.

Value: Threat hunting plays a critical role in identifying attacker activity in the enterprise, and getting visibility into those activities is step number one. With all the advanced forensic and threat hunting features available with Trellix, its important to make sure you are enabled correctly. The Hunting Capabilities service offers enablement and configuration of the features required to catch the bad guys in the act. You'll get hands on support from Trellix professionals services to tune advanced features and capabilities to provide the highest level of detection and visibility to help get you on your way to stopping adversaries in their tracks.

Covered Solutions: SecOps, Endpoint**Prerequisites:**

- Account permissions and access required for the activity
- Understanding and concept of desired outcome
 - Threat activity desired for detection and hunting capabilities, search parameters, desired forensic collections, Etc.

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Tuning

Data Ingest Filtering

Reference Number: Flex-T001

Flex Credits: 2

Description: Filtering source data or on the SecOps platform to cut down on unwanted event feeds.

Value: Like any specialized tool, fine tuning your SecOps platform helps to weed out unwanted or less valuable data to increase productivity and efficiency. The data ingest filtering service is designed to accomplish exactly that! Trellix experts have the skills, knowledge, and experience to optimize detection of threat actor activity hidden in your data sets by concentrating data ingest to the sources that matter to provide the right visibility for maximum value.

Covered Solutions: SecOps

Prerequisites:

- Account permissions and access required for the activity
- Understanding and concept of desired outcome
 - Policy configuration changes, rule logic, Alert false positives, List requirements, Etc.

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Delivered outcome
- Summary correspondence with reference materials

Tuning

Reference Number: Flex-T002

Flex Credits: 2

Description: Tuning assistance with features, functionality, and capabilities within the Trellix platform:

- Policy
- Alerts
- Rules
- Lists

Value: Fine tuning security technologies helps to maximize efficacy, and effectiveness of your security stack and Trellix is here to help! Whether its policies, Alert, Lists, or detection rules, we've got you covered. This tuning service help to maximize efficiency and simplicity of product policy management, optimize rules and alerts to minimize false positives, and develop variable expansion (Lists) for computationally efficient searches and alerting.

Covered Solutions: SecOps, Endpoint, Data Protection, Email, Network

Prerequisites:

- Account permissions and access required for the activity
- Understanding and concept of desired outcome
 - Policy configuration changes, rule logic, Alert false positives, List requirements, Etc.

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Integration

Data Source Onboarding

Reference Number: Flex-I001

Flex Credits: 1

Description: Integrating a cloud data source through an XDR Cloud Connect Portal application, or on prem data feeds into the SecOps platform.

Value: Increase both visibility and threat detection through data source onboarding. This service provides Trellix customers with expert support to bring in additional source feeds to grant greater insight into systems, user and application activity where bad actors may be exploiting enterprise systems. Trellix experts will be able to assist you select high value data feeds that may not currently be utilized in the Trellix XDR platform. Additionally, we can demonstrate easy and effective methods for being in new sources that are manageable and simple to implement. Maximize the full power of your XDR platform today!

Covered Solutions: SecOps

Prerequisites:

- Account permissions and access required for the activity
- Understanding of which data sources are desired for integration
- Access and credentials for the system being integrated for data ingestion

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Custom Data Source Onboarding

Reference Number: Flex-I002

Flex Credits: 2 (simple) / 6 (complex)

Description: Creating a custom configuration to ingest data from a source that may leverage a third-party agent or custom script.

Value: Sometimes onboarding new data sources to Trellix XDR requires custom integration assistance from scripts or via third party agents. But don't worry, Trellix has your back! Custom Data Source Onboarding is no strange for our experts. In this service offering, we provide the experience and expertise to get any data from anywhere into your XDR platform so you can get back to responding to the threats that matter! Example can include custom database pull through DB query string, reading from flat files, or API pull via scripted cron jobs.

Covered Solutions: SecOps

Prerequisites:

- Account permissions and access required for the activity
- Understanding of which data sources are desired for integration
- Access and credentials for the system being integrated for data ingestion

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials



Identity Access Integration

Reference Number: Flex-I004

Flex Credits: 2

Description: Integration with 3rd party role and access management systems such as AD, SAML, IAM, Etc.

Value: Our Identity Access Integration Service is crucial for organizations seeking seamless integration with third-party role and access management systems like AD, SAML, IAM, and others. This service simplifies and streamlines the complex process of integrating diverse identity management solutions, ensuring a cohesive and secure access ecosystem. By effectively bridging your existing systems with new access management technologies, we enhance your operational efficiency and bolster security. This service is particularly valuable in reducing administrative overhead, minimizing access-related risks, and ensuring compliance with security protocols. Our expert guidance in integration not only optimizes your identity and access management but also ensures a smooth, secure user experience across your enterprise platforms.

Covered Solutions: SecOps, Endpoint, Data Protection, Email, Network

Prerequisites:

- Account permissions and access required for the activity
- Understanding of the identity systems requiring integration
- Access and credentials for the system being integrated

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

3rd Party Integrations

Reference Number: Flex-I005

Flex Credits: 1 (simple) / 4 (complex)

Description: Integration with a third party technology or a native integration with Trellix products.

Value: Trellix products have a wealth of integration options and possibilities just waiting to be leveraged to deepen your integrative posture and enhance the maturity of your Trellix adoption journey. With the 3rd party integration services, we can bring greater return on your security stack investments to make a cohesive system of interconnected solutions that work together. Whether its Trellix native or other solutions, we have the expertise and the knowledge to make the most of all available solutions and services. Examples include 3rd party authentication systems, SIEM/SOAR integrations, Cloud integration, and more.

Covered Solutions: SecOps, Endpoint, Data Protection, Email, Network

Prerequisites:

- Account permissions and access required for the activity
- Understanding of which 3rd party systems are desired for integration
- Access and credentials for the system being integrated for data ingestion

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Automation

Automated Response Action

Reference Number: Flex-A001

Flex Credits: 1

Description: Implement an existing available response action native in the Trellix platform.

Value: One of the most powerful capabilities within Trellix XDR is its ability to initiate automated response actions against integrated technologies and solutions. This service is specifically designed to help customers get up and running with built in response commands made available directly in the XDR platform. Most of these response actions are as simple as connecting the solution to XDR and configuring the parameters for response. This outcome driven service gives customers that quick start enablement to take full advantage of these native capabilities to give defenders the advantage of automated response to threats that impact the enterprise.

Covered Solutions: SecOps

Prerequisites:

- Account permissions and access required for the activity
- Understanding of which response actions are desired for configuration
- Access and credentials for the system being integrated for response action activity

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Prebuilt Playbook**Reference Number:** Flex-A002**Flex Credits:** 2**Description:** Implement an existing playbook template from the marketplace or available from Trellix repositories.**Value:** Sometimes automated response requires a little more than a single action to get the automated SOC workflow a customer needs to ensure a modern and technologically driven enterprise defense procedure. Trellix has more than 7 years of experience developing automated workflows that can be templated for our customers to use without having to create fully customized automated playbooks. With this service customers can take advantage of that experience and inventory of prebuilt playbooks to get up and running quickly.**Covered Solutions:** SecOps**Prerequisites:**

- Account permissions and access required for the activity
- Understanding of which prebuilt playbook are desired for implementation
- Access and credentials for the system being integrated for prebuilt playbook activity

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).**Deliverables:**

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Limitations:

- Additional configuration efforts may require Flex credit spend to accommodate increase in scope based on complexity of playbook integrations, additional scope requirements, Etc.



Custom Playbook Development

Reference Number: Flex-A003

Flex Credits: 4

Description: Build new simple custom automated playbooks.

Value: The need for tailored automation is nothing new for Trellix services professionals, and this service addresses that need directly! With the custom playbook development service customers can take advantage of the consultative experience and expertise Trellix has to offer to build an automated playbook solution that fits the needs of the SOC to respond effectively to threat actors targeting the enterprise.

Covered Solutions: SecOps

Prerequisites:

- Account permissions and access required for the activity
- Understanding of which prebuilt playbook are desired for implementation
- Access and credentials for the system being integrated for prebuilt playbook activity

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Initial planning call
- Remote working session
- Summary correspondence with reference materials

Limitations:

- Additional configuration efforts may require Flex credit spend to accommodate increase in scope based on number of device tasks, complexity of playbook logic and requirements, new plugin functionality or commands requested, Etc.
- No more than 5 device tasks in a given playbook

Health Services

Health Watch

Reference Number: Flex-H001

Flex Credits: 6

Description: Trellix Health Watch Service is an expert-driven solution designed to navigate the complexities of modern cybersecurity. Addressing the challenges posed by an environment where global threats are escalating rapidly, this service offers comprehensive diagnostics and optimization for key Trellix products including ePO, Data Loss Prevention, Application Control, Network IPS, and Endpoint Security. Our professionals perform a detailed six-step analysis, identifying product-related issues, misconfigurations, or operational gaps. We then provide a tailored 30/60/90-day action plan, focusing on leveraging new features, preparing for cloud migration, and integrating additional products, ensuring your systems are not only reactive but also proactively aligned with the ever-evolving threat landscape.

Value: The Trellix Health Watch Service is essential for organizations aiming to transition from reactive to proactive security management. By optimizing your Trellix environment, our service reduces risks and streamlines operations, allowing you to maximize your technology investment. Our subject matter experts conduct an operational discovery to ensure your systems are running efficiently and are fully leveraged, providing insights for improved security monitoring and operations oversight. This service is key to strengthening your defense, enhancing operational efficiency, and ensuring that your investment in Trellix solutions is optimized for the highest level of security posture against the increasing volume and sophistication of threats.

Covered Solutions: Endpoint, Network

Prerequisites:

- Solutions must be supported by automated tool set

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Readout of health watch findings



Health Watch with Remediation

Reference Number: Flex-H002

Flex Credits: 36

Description: Building on the foundation of our standard Health Watch Service, the Health Watch with Remediation extends its offering to include hands-on remediation efforts. This service not only identifies issues and gaps in your Trellix security environment but also involves direct intervention by our expert consultants to address and resolve these findings. Covering ePO, Data Loss Prevention, Application Control, Network IPS, and Endpoint Security, our team conducts a thorough diagnostic analysis followed by a detailed remediation plan. This comprehensive approach ensures that any identified misconfigurations, operational gaps, or product-related issues are not just highlighted but are effectively resolved, leading to an optimized and robust security system.

Value: The Health Watch with Remediation Service offers a complete solution for organizations looking to enhance their cybersecurity posture proactively. By including direct remediation, this service provides an end-to-end approach, ensuring that issues uncovered during the Health Watch analysis are promptly and efficiently resolved by our experts. This not only minimizes potential risks but also enhances the overall effectiveness of your Trellix security solutions. Clients benefit from improved system performance, reduced vulnerability to threats, and an assurance that their security infrastructure is not only assessed but also fine-tuned by seasoned professionals. This service is ideal for organizations that value a comprehensive, hands-on approach to maintaining and enhancing their cybersecurity defenses.

Covered Solutions: Endpoint, Network

Prerequisites:

- Solutions must be supported by automated tool set

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Readout of health watch findings
- Remediation of findings

Limitations:

- Remediations limited to the most critical findings, risk tolerance of the customer to make the changes, what can be accomplished in 5 days LOE

ETP Health Check

Reference Number: Flex-H003

Flex Credits: 2

Description: Email solution focused health check to review email solution implementation in the enterprise, review configurations, and best practices.

Value: In today's digital-first environment, the integrity and efficiency of an organization's email infrastructure are paramount. The "Email Health Check" service acts as a crucial preventative measure, safeguarding businesses from potential pitfalls. It provides expert lead review of an enterprise's email solution implementation, ensuring that configurations align with best practices and standards. By identifying and rectifying potential misconfigurations and gaps early, this service not only boosts performance but significantly enhances an organization's security posture. Given the intricate web of threats targeting email communications, regular health checks are a small investment with substantial returns—ensuring smooth operations, preventing security breaches, and reinforcing trust and reliability in a company's digital communications.

Covered Solutions: Email

Prerequisites:

- Account permissions and access required for the activity
- Access and credentials for the system being integrated for prebuilt play book activity

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Remote working session
- Summary correspondence with reference materials

Limitations:

- Limited to scope of size within the service parameters
- Additional configuration efforts may require Flex credit spend to accommodate increase in scope based on number of device tasks, complexity of playbook logic and requirements, new plugin functionality or commands requested, Etc.

Education Services

Public Training (Instructor-Led)

Reference Number: Flex-EDU001

Flex Credits: Flex credits per student for a public class are determined by the number of days the class runs. See the Trellix training catalog, accessible via thrive.trellix.com, and the course desired to determine the duration in days.

Duration (days)	Flex credits per student
2	4
3	6
4	8
5	10

Description: Our Public Instructor-Led Training service offers a range of scheduled, instructor-led training courses, delivered remotely and designed to cater to a wide spectrum of skill levels, from beginners to advanced practitioners. Most courses include hands-on lab environments that allow participants to engage with practical, real-world scenarios. The courses cover various topics and are available for open enrollment through our company website. To ensure a targeted and effective learning experience, prerequisites for each course are clearly outlined, allowing participants to assess their readiness and choose courses that best fit their skill development needs. Course offerings in our catalog are scheduled based on popular demand and emerging trends in the industry.

Value: Our Public Training service is a valuable resource for individuals and organizations looking to enhance their technical skills and stay abreast of the latest developments in the industry. Our courses cater to a diverse range of learning needs and professional backgrounds. The remote access to lab environments ensures a practical, hands-on learning experience, enabling participants to apply their knowledge in real-world scenarios. This service is especially beneficial for those seeking to upskill in a structured, supportive environment, with the convenience of selecting courses that align with their current skill level and career aspirations. Public Training offers the knowledge and tools necessary to succeed in today’s fast-paced and ever-evolving technological landscape.

Public Training (Instructor-Led) (cont.)

Covered Solutions: All Products

Prerequisites:

- Depending on the course scheduled, some prerequisite knowledge may be required

Delivery Method: Remote delivery via screen share and conference call.

Deliverables:

- eBooks for student and lab guides
- Virtual lab for student hands-on activities
- On completion of training, students can download a certificate of completion from the Trellix training catalog.

Limitations:

- Class size may vary depending on course and instructor requirements
- Materials are generally published in English with some exceptions, but the delivery of the training may be in local languages

Private Training (Instructor-Led)

Reference Number: Flex-EDU002

Flex Credits: Flex credits are determined by the number of days the class runs. Private classes admit up to six students, but additional seats in the same class can be purchased (Private Training Additional Student) using additional flex credits. See the Trellix training catalog, accessible via thrive.trellix.com, and the course desired to determine the duration in days.

Duration (days)	Flex Credits Private Training Up to 6 students	Flex Credits Private Training Additional Student (Per student, over 6 in the same delivery)
1	13	1
2	26	2
3	39	3
4	52	4
5	65	5

Description: Our Private Training service is designed to meet the needs of organizations seeking dedicated training sessions. Private sessions are arranged upon request. While these training sessions leverage the content from our Instructor-Led Training (ILT) catalog, they can be adjusted slightly to align with the unique requirements of each organization. (For extensive adjustments or customized course content, see Customized Training, below.) The courses are conducted in a lab environment, ensuring hands-on learning and practical experience. This service is ideal for teams or organizations looking to train multiple members simultaneously, with timing that aligns with their specific goals and operational timelines.

Value: The Private Training service offers a personalized learning experience, providing organizations with the opportunity to upskill their teams in a way that aligns with their specific objectives and timelines. The hands-on lab environment facilitates practical learning, enabling participants to not only understand theoretical concepts but also apply them in realistic scenarios. This service is particularly valuable for organizations looking to address specific skill gaps, prepare for upcoming projects, or enhance team capabilities in a focused, private setting. Whether it's adapting to new technologies or mastering advanced techniques, our Private Training service ensures your team gains the skills they need with timing that works best for your organization.

Private Training (Instructor-Led) (cont.)

Covered Solutions: All Products

Prerequisites:

- Depending on the course(s) selected, some prerequisite knowledge may be required

Delivery Method: Remote delivery via screen share and conference call, or on location at the customer site (requires purchase of travel services).

Deliverables:

- eBooks for student and lab guides
- Virtual lab for student hands on activities
- On completion of training, students can download a certificate of completion from the Trellix training catalog.

Limitations:

- Private classes admit up to six students. For customers who want to admit more than six students to their private delivery, they can use additional flex credits for the Private Training Additional Student.
- Materials are generally published in English with some exceptions, but the delivery of the training may be in local languages

Private Training Additional Student

Reference Number: Flex- EDU003

Flex Credits: 1 Flex Credit per day per student

Description: Covers additional students (per additional student) over the base quantity of 6, in the same delivery. Not to be used separately.

Value: Enables customers to add more students to their private delivery.

Covered Solutions: All Products

Prerequisites:

- Must already have scheduled a training session

Delivery Method: Same as Private Training (Instructor-Led)

Deliverables:

- eBooks for student and lab guides
- Virtual lab for student hands on activities
- On completion of training, students can download a certificate of completion from the Trellix training catalog.

Limitations:

- Additional Students must be added to an existing delivery.
Not to be used separately.

Customized Training

Reference Number: Flex- EDU004

Flex Credits: Scoped based on request

Description: Training customization services cater to unique and specialized training needs that fall outside the standard offerings in our Instructor-Led Training (ILT) catalog. This service is ideal for organizations with specific content requirements. This service involves close collaboration with clients to understand their specific needs, ensuring that the training material is not only relevant but also impactful for the participants.

Value: The primary value of our Customized Training service lies in its ability to precisely address the unique learning and development needs of an organization. It offers the flexibility to develop tailor-made training solutions that are not readily available in the standard course catalog. This bespoke approach ensures that the training is highly relevant, engaging, and aligned with the specific goals and challenges of the organization. Whether it's accommodating special content requests, adjusting to specific classroom sizes, or delivering training in a non-standard format, this service ensures that your team receives the training they need in the most effective way possible.

Covered Solutions: All Products

Prerequisites:

- Prerequisites may vary depending on the nature of the request

Delivery Method: Method of delivery may be dependent on request

Deliverables:

- These requests are handled on a case-by-case basis and thus certain limitations may apply accordingly.

Limitations:

- These requests are handled on a case-by-case basis and thus certain limitations may apply accordingly.

eLearning Training

Reference Number: n/a

Flex Credits: Free with your Thrive subscription

Description: eLearning courses provide basic product training on demand. Learners can gain knowledge on their own schedule.

Value: Our eLearning training provides essential enablement to anyone new to Trellix products, enabling the learner to progress self-paced through the modules, anytime, anywhere.

Covered Solutions: Most Products

Prerequisites:

- None

Delivery Method: Online, on-demand

Deliverables:

- On completion of an eLearning course, students can download a certificate of completion from the Trellix training catalog.

Limitations:

- Students have 30 days from starting an eLearning course to complete it.

Consulting Services

Assessments

IR Readiness Assessment

Reference Number: Flex-CS001

Flex Credits: 27

Description: Our security service evaluates and strengthens your organization's risk management and security through a thorough gap analysis and focused interviews with key security personnel. Collaborating with customer teams, we assist in identifying and mitigating threats, providing essential remediation steps, and assessing the efficacy of current security tools during an Incident Response (IR). A high-level report will outline findings and suggest practical modifications to your IR process and playbook, accompanied by a straightforward roadmap to meet your security goals.

Value: Our IR Readiness Assessment service is designed to methodically evaluate and enhance your organization's preparedness for security incidents. By conducting a gap analysis and engaging in targeted discussions with your key security personnel, we aim to uncover and address potential weaknesses in your current incident response strategies. This process involves a collaborative effort with your team to pinpoint vulnerabilities and improve response efficacy. The outcome is a high-level report offering insights and practical steps to refine your incident response process, ensuring you're better equipped to handle security challenges effectively.

Covered Solutions: All Product Verticals

Prerequisites:

- Basic knowledge of IR Lifecycle
- Understanding of your security tools and infrastructure

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased)

Deliverables:

- Consultative working session
- Report Deliverable

Limitations:

- Limited to scope of size within the service parameters

Incident Response Support

Reference Number: Flex-CS002

Flex Credits: 27

Description: Our Incident Response Support Services aim to manage and mitigate the impacts of security breaches by determining their scale and providing strategic containment recommendations. This involves delivering detailed documentation and walkthroughs, not only related to the optimal use of Trellix products but also offering general advice on effective Incident Response mitigation steps. Furthermore, we undertake an analysis of triage data for up to two devices and conduct high-level threat intelligence research on the pertinent threat actor, ensuring a coherent and informed response to safeguard your digital assets and infrastructure.

Value: Minimize risk exposure, including business and reputational damage. Actionable items to mitigate downtime for business. Actionable items to defend against further attacks.

Covered Solutions: All Product Verticals

Prerequisites:

- Availability to key stakeholders and security tools
- Continues collaboration with role players in your organization

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Consultative working sessions

Out of Scope:

- Full forensic, log and root cause analysis.

Limitations

- Additional efforts may require Flex credit spend to accommodate increase in scope based on complexity of additional scope requirements.

SOC Assessment

Reference Number: Flex-CS003

Flex Credits: 53

Description: Our services in this sector are wide ranging and can include SOC staff augmentation, full process, procedures, and technology development. Our methodology covers the expanse of the SOC process from start to finish and includes interviews with key personnel and reviewing all operational documentation.

The project will include an assessment of your companies SOC's readiness. The key goals during the engagement are to answer some of the following questions: What is the status and state of the current monitoring team and processes? Could we be more effective? The Trellix consultants will call upon their expertise and experience of SOC operations, Incident Response and Technology developments to give solid advice for both current and future operations. Trellix will conduct interview with 5 Stakeholders, including 10 either SOP's and/or playbooks. Trellix will deliver a High-level Report, with executive summary, findings, and recommendations.

Value: Our SOC Assessment service is designed to operationalize and optimize your Security Operations Center. Focused on evaluating your SOC's current effectiveness, our service includes reviewing your processes, procedures, and the technology in use. Through interviews with key stakeholders and analysis of essential SOPs and playbooks, our experienced Trellix consultants provide a clear picture of your SOC's status and potential areas for enhancement. This comprehensive approach ensures not only an understanding of your current operational state but also delivers strategic recommendations for improvement. The result is a high-level report with actionable insights, enabling you to make informed decisions for a more effective and future-ready SOC.

Covered Solutions: All Product Verticals

Prerequisites:

- Have an established SOC
- Have SOP's and/or playbooks developed

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Consultative working session

Limitations / Out of scope:

- Development of processes & procedures and/or configuration review of technology.
- Limited to scope of size within the service parameters
- Additional efforts may require Flex credit spend to accommodate increase in scope based on complexity of additional scope requirements,

Maturity Assessment**Reference Number:** Flex-CS004**Flex Credits:** 53

Description: Our Maturity Assessment Service is meticulously structured around industry-leading frameworks such as ISO and the NIST Cybersecurity Framework, alongside other established best practices. This service is designed to provide a high-level evaluation of your organization's cybersecurity maturity, assessing the effectiveness of current risk management strategies, and aligning them with globally recognized standards. Our approach involves a analysis of some of your cybersecurity policies, controls, and procedures, ensuring a thorough understanding of your security posture in the context of industry benchmarks.

Value: The primary goal of our Maturity Assessment Service is to empower your organization with a clear understanding of its cybersecurity risks and the effectiveness of existing management strategies. By identifying critical risks and potential liabilities to your information systems, we provide you with a strategic foundation to mitigate these risks effectively. This assessment not only highlights areas of vulnerability but also offers insights into the likelihood of potential security incidents, enabling you to prioritize and allocate resources more efficiently. The outcome is a strategic, actionable plan to enhance your cybersecurity maturity, minimize risk exposure, and align your security initiatives with industry best practices for long-term resilience and compliance.

Covered Solutions: All Product Verticals**Prerequisites:**

- Understanding of your enterprise environment

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Interview and Information Gathering.
- Data Review and Gap Analysis.
- High-level Report on Mitigation Plan and Roadmap

Limitations / Out of Scope:

- Limited to scope of size within the service parameters
- Additional efforts may require Flex credit spend to accommodate increase in scope based on complexity of additional scope requirements.
- Development of processes, procedures, and configurations of tools.

Threat Hunting

Reference Number: Flex-CS005

Flex Credits: 53

Description: Our Threat Hunting Assessment (THA) team focuses on discovering threats and infections, aimed towards computer systems in a business environment. Our threat hunting methodology leverages captures of network traffic and/or utilized existing tools, to identify relevant risks and validates them with timely triage information collected from the endpoints and processed by our cloud analysis system to produce actionable and credible threat impact to your business.

Value: This engagement provides early threat detection and situational awareness. Provide a 360° view of active threats in any organization's network. In this engagement we leverage the power of the Trellix Labs Cloud to provide telemetry and IOCs. It also provides meaningful, contextual intelligence from our Threat Intelligence capability and tools while leveraging Active Response where ePO is present and requirements are met.

Covered Solutions: All Product Verticals

Prerequisites:

- Provision of requested logs
- Running of script to collect and share volatile data

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Analysis of datapoints
- High-level report
- Executive summary
- Findings and recommendations

Out of Scope:

- IR services during engagement
- Limitations
- Additional efforts may require Flex credit spend to accommodate increase in scope based on complexity of additional scope requirements.

V-CISO

Reference Number: Flex-CS006

Flex Credits: 4

Description: Our V-CISO service offers expert oversight and specialized knowledge in enhancing your organization's security posture. This service is designed to provide the strategic acumen and insights of a Chief Information Security Officer, tailored to your company's specific needs. Our approach is grounded in a deep understanding of your business drivers and direction, enabling us to create a strategic security and compliance plan that aligns perfectly with your objectives. Beyond strategy formulation, we focus on developing tactical risk mitigation measures and processes for continuous improvement. Additionally, our service includes ongoing monitoring for emerging risks and threats, ensuring your organization stays ahead in a constantly evolving cybersecurity landscape.

Value: The V-CISO service is an invaluable asset for organizations seeking to elevate their security framework. This offering brings the expertise of seasoned security professionals who provide tailored advice and recommendations based on your unique business context. By developing a strategic security and compliance plan, we not only address current security challenges but also lay a robust foundation for future growth and adaptation. Our proactive approach in monitoring emerging risks ensures that your organization remains resilient against evolving threats. With our V-CISO service, you gain not just a consultant, but a strategic partner committed to enhancing your security posture, mitigating risks, and driving process improvements aligned with your business goals.

Covered Solutions: All Product Verticals

Prerequisites:

- Access to available key stakeholders and/or role-players
- Provision and sharing of requested data

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Analysis of datapoints
- High-level report
- Executive summary
- Findings and recommendations
- 5 hours per week consultation

Limitations

- Additional efforts may require Flex credit spend to accommodate increase in scope based on complexity of additional scope requirements.

TableTop Exercises

Reference Number: Flex-CS007

Flex Credits: 27

Description: Deliver a 1.5 hours templated ransomware TableTop exercise focused on performing pre-incident preparation and setup. Review existing IR Plans, and monitor the exercise to document organization's categorical strengths and weaknesses, such as:

- Incident detection
- Initial response
- Inter-departmental communication and notification
- Performing forensic responses
- Implementation of remediation steps

Value: The value of our TableTop Exercise service lies in its ability to provide your organization with a realistic and safe environment to assess and enhance your readiness for ransomware attacks. By simulating a critical security incident, we help you identify and address gaps in your incident response plan, ensuring that all aspects of detection, communication, and remediation are robust and effective. This exercise not only fortifies your organization's preparedness against potential cyber threats but also fosters a culture of cybersecurity awareness and collaboration across different departments. The insights gained from this exercise are instrumental in refining your IR strategies, ultimately leading to a more resilient and responsive security posture.

Covered Solutions: All Product Verticals

Prerequisites:

- Planning coordination with a single POC
- No sharing of TTX scenario with rest of teams
- Limit attendees and/or participants

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Exercise activities
- High-level report with findings outcome

Limitations

- Additional efforts may require Flex credit spend to accommodate increase in scope based on complexity of additional scope requirements.



External Pentesting

Reference Number: Flex-CS008

Flex Credits: 27

Description: Perform a penetration test against internet facing environment for vulnerabilities that could lead to unauthorized access of internet accessible systems.

Value: The process begins with securing internet-connected devices on your network. Trellix consultants identify and thoroughly test potential points of attack after enumerating every live host, open port, and available service. This approach gives you the best of both worlds by performing a penetration test as a sub-component of an external security assessment. Enabling you to see if your networks and web applications can be penetrated from the outside.

Covered Solutions: All Product Verticals

Prerequisites:

- Completion of re-engagement questionnaire

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Provide a list of security vulnerabilities on your perimeter network
- High-level report with findings outcome

Out of Scope:

- This does not include a re-testing

Limitations

- Up to 100 IP's. Scan of services on up to 100 host devices, scan for vulnerability on the same 100 systems, attempt to retrieve as much information as possible from the hosts. Additional efforts may require Flex credit spend to accommodate increase in scope based on complexity of additional scope requirements.

WAPT Pentesting

Reference Number: Flex-CS009

Flex Credits: 27

Description: Trellix will test the web application(s) for vulnerabilities that could lead to unauthorized access of those applications or their supporting environments. Trellix will use a combination of tools, utilities, and methodologies to review the various potential points of security failure.

Value: Identify gaps in production web sites before attackers do. We place a strong emphasis on manual testing to discover critical business logic bypass and authorization issues that automated scanners overlook.

Covered Solutions: All Product Verticals

Prerequisites:

- Completion of re-engagement questionnaire

Delivery Method: Remote delivery via screen share and conference call (unless travel services are purchased).

Deliverables:

- Provide a list of security vulnerabilities on your perimeter network
- High-level report with findings outcome

Out of Scope:

- Retesting

Limitations

- In scope 2 user roles, single domain, single factor authentication and no more than 20-30 dynamic pages.
- Additional efforts may require Flex credit spend to accommodate increase in scope based on complexity of additional scope requirements.

Threat Intelligence

Intel Services

Micro Threat Intel Report

Reference Number: Flex-TI001

Flex Credits: 2

Description: A high-level report on a specific campaign, threat, or vulnerability. Reporting is based on existing data gathered, analyzed, and cataloged by Trellix. Does not include extensive all-source research and analysis.

Value: The Micro Threat Intel Report service offers a concise, high-level overview of specific cybersecurity campaigns, threats, or vulnerabilities, tailored to provide quick and targeted insights. This service is particularly valuable for organizations needing a rapid understanding of a particular threat landscape without the commitment to extensive research. Leveraging Trellix's existing, robust database of analyzed and cataloged data, each report distills essential information, presenting it in an easily digestible format. Ideal for making informed decisions in a timely manner, this service enables your team to stay ahead of emerging threats by providing crucial intelligence exactly when it's needed. Whether for strategic planning, risk assessment, or simply staying informed on the latest cybersecurity trends, our Micro Threat Intel Report ensures you have the focused intelligence at your fingertips, aiding in maintaining a proactive security posture.

Covered Solutions: N/A

Prerequisites:

- Requires the purchase of Trellix Thrive Elite program.

Limitations:

- Not to exceed one request per month
- Each request is limited to a single subject.

Threat Trends Report**Reference Number:** Flex-TI002**Flex Credits:** 1

Description: A single report on prevalent threats and associated trends with regional or global focus. Provides highlights and trends concerning recent threat activity, globally or regionally, information regarding major vulnerabilities and associated exploits, and information related to APT activity to include infrastructure, tactics, techniques, and procedures. The reports may include information about cyber activity associated with geopolitical conflicts and crises. These reports may also include vulnerability research. Can be delivered monthly for appropriate credits.

Value: The Threat Trends Report service is a crucial resource for organizations looking to gain a comprehensive understanding of the current cybersecurity landscape, both regionally and globally. This service provides an in-depth single report that encapsulates prevalent threats, emerging trends, and critical vulnerabilities, offering insights into recent threat activities and advanced persistent threats (APTs). The report covers various aspects, including infrastructure, tactics, techniques, and procedures used by threat actors, along with information on cyber activities linked to geopolitical conflicts and crises. The inclusion of vulnerability research further enriches the report, making it an invaluable tool for organizations striving to stay informed and ahead of potential security threats. Available for delivery on a monthly basis, this service ensures that your organization remains up-to-date with the latest threat intelligence, aiding in the development of informed, proactive strategies for a robust cybersecurity posture.

Covered Solutions: N/A**Prerequisites:**

- Requires the purchase of Trellix Thrive Elite program.

Tailored Intel Reports

Reference Number: Flex-TI003

Flex Credits: 5-10

Description: Specific Request for Intelligence (RFI) including extensive all-source research and analysis.

Value: Our Tailored Intel Reports service is designed to meet the specific intelligence needs of your organization through comprehensive, all-source research and analysis. This service responds directly to your unique Requests for Intelligence (RFIs), providing in-depth, bespoke reports that delve into the intricacies of your specified area of interest. Whether it's a deep dive into emerging cyber threats, detailed analysis of specific threat actors, or exploration of niche cybersecurity trends, our expert team utilizes a wide array of sources to gather and analyze data, delivering intelligence that goes beyond surface-level insights. This tailored approach ensures that you receive highly relevant, actionable intelligence, enabling your organization to make well-informed decisions, strategize effectively, and maintain a strong, proactive defense in the ever-evolving landscape of cybersecurity threats.

Covered Solutions: N/A

Prerequisites:

- Requires the purchase of Trellix Thrive Elite program.

Malware Analysis**Reference Number:** Flex-I004**Flex Credits:** 7

Description: Custom Malware reversing, with accompanying report. Provides reporting on static and dynamic analyses of a specific malware sample(s). The customer provides the actual sample or the MD5 or SHA-X of the sample. Trellix malware engineers leverage a variety of techniques to provide the customer with a comprehensive report of malware behavior, key technical attributes, Indicators of Compromise (IOC), countermeasures, and global detection information.

Value: Our Malware Analysis service offers a specialized, in-depth examination of malware through custom reversing, tailored to your specific cybersecurity needs. When you provide a malware sample or its digital fingerprint (MD5 or SHA-X), our skilled Trellix malware engineers employ a blend of static and dynamic analysis techniques to dissect and understand its intricate behaviors and technical attributes. The result is a comprehensive report that not only details the malware's operations and potential impact but also provides key Indicators of Compromise (IOC), suggesting effective countermeasures to mitigate the threat. This service is invaluable for organizations seeking a deeper understanding of specific malware threats, enabling them to fortify their defenses with precise, actionable intelligence. With our detailed global detection information, your organization can stay a step ahead, ensuring readiness and resilience against sophisticated cyber threats.

Covered Solutions: N/A**Prerequisites:**

- Requires suspect binary for analysis along with any available context necessary

Limitations:

- Not to exceed one request per month

Strategic Quarterly Threat Brief

Reference Number: Flex-TI005

Flex Credits: 5

Description: Executive-Level Overview includes a strategic view of threat actor presence, behavior, patterns, and trends - globally, by country, or by specified area of interest based on Trellix' global data and analytics. It also includes information developed through previous directed research and analysis. The composition of this information is intended to provide executives with an understanding of actual and potential threats that will aid decision-making to improve protection and readiness of the organization.

Value: Our Strategic Quarterly Threat Brief service is expertly crafted to provide executive-level insights into the evolving landscape of global cyber threats. Tailored to offer a strategic view of threat actor presence, behavior, patterns, and trends, this service can be customized to focus globally, by country, or on a specific area of interest. Utilizing Trellix's extensive global data and analytics, combined with findings from directed research and analysis, each report is designed to equip executives with a comprehensive understanding of both current and emerging threats. This high-level overview is not just informational but serves as a strategic tool, aiding leadership in making informed decisions to enhance the organization's protection and readiness. By presenting complex cybersecurity data in an executive-friendly format, our Strategic Quarterly Threat Brief ensures that key decision-makers are always aware of the cyber risks facing their organization and are prepared to take proactive steps in response.

Covered Solutions: N/A

Prerequisites:

- Requires the purchase of Trellix Thrive Elite program.

Limitations:

- Not to exceed one request per quarter

Premium Services Experience

Premium Services

Designated Success Engineer

Reference Number: Flex-PSE001

Flex Credits: 100

Description: Elite customers have an available option of using their Flex Credit entitlement towards a Designated Success Engineer (DSE). The DSE is a single point of contact and trusted advisor for the customer on all technical issues, familiar with the customer context, providing and enabling proactive assistance and support, guidance and expediting services. Support for situations including, but not limited to:

- Case review status (as agreed with customer)
- Updates on escalations to product management or engineering
- Advise on new features relevant to the customer environment
- Technical reviews, assessments and recommendations
- Monthly support reporting as agreed

Covered Solutions: All solutions

Prerequisites:

- Requires the purchase of Trellix Thrive Elite program.

National / Government Support

Reference Number: Flex-PSE002

Flex Credits: 65

Description: National Technical Support is designed for corporate Enterprises with complex environments, who require technical support from U.S. or Singapore Nationals. Elite customers can have an available option of using their Flex Credit entitlements towards receiving support solely for United States National Customer Success Engineers, or for Singapore customers from Singapore National Customer Success Engineers. This program ensures all support cases will be handled by a citizen as designated. Note, support of this program does not extend beyond personnel in the support organization. Cases may be reviewed by non-citizens if escalated to an engineering team.

Covered Solutions: All solutions

Prerequisites:

- Requires the purchase of Trellix Thrive Elite program.

Pro Serv Residency

Reference Number: Flex-PSE003

Flex Credits: 300 - 1296

Description: The professional services resident is an experienced Trellix product expert who is committed to the successful adoption and operationalization of Trellix solutions. This expert is tightly integrated into your cybersecurity team and is focused on keeping the Trellix solutions up to date, optimized and integrated into your cybersecurity operations team. This expert will drive business value through maximizing the protection against cyber threats with Trellix solutions. This resident service can be contracted for 1 or up to 5 days per week, through a part-time service (1-4 days/week) for a full-time service (5 days/week).

Covered Solutions: All solutions

Prerequisites:

- Requires the purchase of Trellix Thrive Advanced or Elite program.

Travel – Domestic / Regional

Reference Number: Flex-PSE004

Flex Credits: 4

Description: Travel expenses for having Trellix experts travel onsite to domestic or regional destinations to support Flex service activities. Maximum one expert for 5 business days.

Covered Solutions: All solutions

Prerequisites:

- Should be coupled with a Flex service to be delivered by a Trellix expert such as deployment, or training.

Travel – International / Non-regional

Reference Number: Flex-PSE005

Flex Credits: 12

Description: Travel expenses for having Trellix experts travel onsite to international or non-regional destinations to support Flex service activities. Maximum one expert for 5 business days..

Covered Solutions: All solutions

Prerequisites:

- Should be coupled with a Flex service to be delivered by a Trellix expert such as deployment, or training.

Custom Scope

Reference Number: Flex-PSE006

Flex Credits: scoped

Description: For special cases where existing services are not able to meet the desired outcomes of the customer or partner, custom services and outcomes can be scoped as needed.

Covered Solutions: All solutions

Prerequisites:

- Should be used if existing Flex outcomes cannot accommodate the needs of the customer, the desired outcome is not available in the Flex services catalog, or the scope of the engagement exceeds the limitations of existing Flex outcomes.

About Us

Trellix is a global company redefining the future of cybersecurity. The company's open and native extended detection and response (XDR) platform helps organizations confronted by today's most advanced threats gain confidence in the protection and resilience of their operations. Trellix's security experts, along with an extensive partner ecosystem, accelerate technology innovation through machine learning and automation to empower over 40,000 business and government customers. More at www.trellix.com.