Trellix

Trellix Mobile Security: On-premises deployment
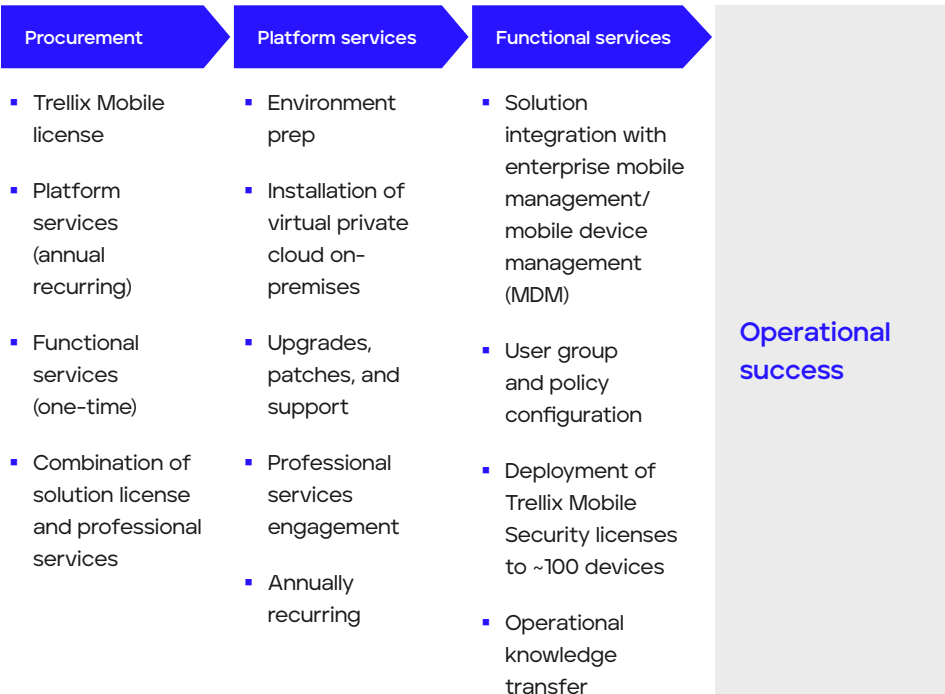
Take your organization from procurement to success

Trellix Mobile Security on-premises process

When you choose an on-premises deployment of Trellix Mobile Security, here's how your organization can go from procurement to success:

Procurement	Platform services	Functional services	Operational success
▪ Trellix Mobile license	▪ Environment prep	▪ Solution integration with enterprise mobile management/ mobile device management (MDM)	**Operational success**
▪ Platform services (annual recurring)	▪ Installation of virtual private cloud on-premises	▪ User group and policy configuration	
▪ Functional services (one-time)	▪ Upgrades, patches, and support	▪ Deployment of Trellix Mobile Security licenses to ~100 devices	
▪ Combination of solution license and professional services	▪ Professional services engagement	▪ Operational knowledge transfer	
	▪ Annually recurring		

Notes

- On-premises module is **mandatory** for all engagements where your organization or your IT partner is hosting and managing the platform

- On-premises deployment is focused on operation of the underlying platform and technical services for Trellix Mobile Security server software

- This **does not** include functional services on how to operate and use the features in the solution

- All services and support estimates are based on remote delivery except for the initial installation, which can be delivered onsite

- There is an annually recurring platform support fee

Trellix Mobile Security platform services

Annually recurring platform support

We provide annually recurring mandatory platform support to make sure your organization runs the solution with optimal outcomes. These services are tailored for cloud/Linux/Docker platform admins to keep your staff's skills current. Platform services include:

- On-premises solution operation

- Training and enablement on the platform

- Support for initial deployment and configuration

- Ongoing support for issues, questions, and patches

- Annual refresher training starting at year 2

Operational environment

Our services allow your organization to operate Trellix Mobile Security in a customer-managed/hosted environment.

Platform installation and enablement

Trellix will:

- Assist with planning, installation, and configuration of the platform

- Enable and train your organization or your designated partner resource to perform the installation in your managed environment

- Provide deployment guidance and assistance during the installation process

- After year 1, support/provide refresher training on the platform

Upgrades, patches, and platform support

Trellix will:

- Remotely support and assist your trained team or your partner resource on any updates and releases pertaining to the software

- Review and make changes to architecture or services as part of the new releases

- Provide ongoing support in the triage and resolution of any platform-related defects

- Provide support and guidance to your resources on platform-related questions and issues

Trellix Mobile Security functional services

One-time professional services engagement

We offer a one-time professional services engagement to set your organization up with the solution. These services are designed for mobile/endpoint security and mobility admins and are available for a one-time fee. Functional services include:

- Enablement and training of customer resources on Trellix Mobile Security features
- Assistance with the initial deployment of Trellix Mobile Security to end-user devices
- Best practices tailored to your organization's security requirements

Category: Enterprise enablement	
Designed for	Enterprise mobility, security, operations, and vulnerability management teams
Calendar duration	3 months
Enablement and training	12–16 hours (onsite and web-based)
Deployment planning	Yes
Program management	Yes
Designated customer success lead	Yes
Integration support (MDM, SIEM, SSO)	Yes
Deployment support and best practices guidance	Yes (in-depth; 3 months)
Assistance with end-user messaging and awareness (videos, templates)	Yes (included customized assets)
Risk and threat summary (one time)	Yes

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To learn more about Trellix, visit trellix.com.

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