

IKARUS OT Security Professional Services

Dedicated services to deploy, maintain, optimise, and manage your Nozomi Networks technologies.

With years of hands-on experience, our certified industrial cyber security experts will advise and assist you in defining, implementing, optimising, and maintaining your OT and IoT security strategy using Nozomi Networks' advanced technologies.

In each IKARUS contract, the maximum expenditure of all listed service packages is defined so that your IKARUS services can be planned and calculated.

IKARUS Deployment Package (initial)		
x	Base	Mandatory initial services included in every Guardian deployment
		<ul style="list-style-type: none"> ✓ Device specifications ✓ Network parameter configuration ✓ Customized system configurations ✓ Setup of the security profiles ✓ Setting up integrations that are officially supported by the manufacturers (e.g., Logging- and ticket systems) ✓ Appliance installation, functionality testing and explanation of the web interface <p><i>Includes the following services provided by Nozomi Networks:</i></p> <ul style="list-style-type: none"> ✓ 24/7 global phone support ✓ Hardware replacement (2 business days RMA) ✓ Online / email support
IKARUS Advisory Call Package (quarterly service activities, annual subscription)		
	Recommended	Customised consulting and coaching services per Guardian
		<ul style="list-style-type: none"> ✓ Knowledge transfer and training ✓ Review of configuration, tuning rules, and health ✓ Consideration of feature requests
IKARUS Health Check Package (annual service activities, annual subscription)		
	Recommended	Yearly operational and performance reviews per Guardian
		<ul style="list-style-type: none"> ✓ Sensor and data analysis ✓ Reporting ✓ Review of functions and updates ✓ Asset cleanup ✓ Review and optimization of alerts history (no SOC services) ✓ Compliance checks

IKARUS Optimization Package (annual subscription)		
	Full Service	Continuous complete Guardian service including all features with remote connection
		<ul style="list-style-type: none"> ✓ Asset cleanup ✓ Continuous updates and patches for Guardian ✓ Configuration of new features for Guardian ✓ Integration of external solutions for Guardian ✓ Optimization of alert tuning rules
External SIEM/SOC Services (if applicable)		
		Fulfilled through IKARUS Service Partner (e.g., A1 SOCaaS)
		<ul style="list-style-type: none"> ✓ SIEM scoping integrations, operations, and optimization ✓ Monitoring and security management ✓ Threat analysis, alerts & reporting ✓ Dedicated alert review ✓ Managed Defense and Response ✓ Vulnerability management ✓ Risk assessment and consulting
IKARUS 24/7 Nozomi Emergency Service (annual subscription)		
	Emergency Service	24/7 on-call service (IKARUS Service On Demand package needed)
		<ul style="list-style-type: none"> ✓ Support for quick device replacement (CMC, Guardian) using Cold Standby Hardware with annual training and exercises involving IKARUS Hotline
IKARUS Service On Demand		
	Complementary	Option to purchase hourly support
		<ul style="list-style-type: none"> ✓ On-demand assistance ✓ Troubleshooting and guidance ✓ Situation assessment and recommendations for measures ✓ Project and program management of OT security journeys

Disclaimer: Unless otherwise agreed, all services will be provided within the IKARUS standard service hours as per the IKARUS website. IKARUS packages and services do not include dedicated Security Operations Centre services, daily alert handling, managed defence services or similar. These are only available from our external SOC partners (see External SIEM/SOC Service).

www.IKARUSsecurity.com/industrial-cyber-security

