



IKARUS Service on Demand

Needs-based support and consulting for your OT Security System

Flexible Annual Service Packages for Nozomi Networks Technologies

IKARUS Service On Demand offers flexible, customizable support and consulting for Nozomi Networks technologies and is ideal for companies seeking services tailored to their specific needs.

This package complements the regular service packages by providing expert assistance exactly when it is needed—whether for unforeseen events, special projects, or intensive training requirements.

Services in the IKARUS Service on Demand Package

- ✓ **Individual Consulting and Support:** Fast and efficient assistance for specific OT security challenges, including technical issues and strategic decision-making
- ✓ **Flexible Applications:** Service On Demand can be used for a wide range of tasks, including:
 - Technical support and troubleshooting
 - Targeted training for new employees
 - Assistance in optimizing and customizing alert configurations
 - Consulting for the planning and execution of security projects
- ✓ **Project and Program Management:** Support in managing OT security journeys from the planning stage through execution to post-project follow-up.
- ✓ **Short-term Engagements and Situation Assessments:** Immediate availability of OT security experts for urgent security assessments and recommendations.

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Your benefits

- ✓ **Customizability:** The Service On Demand package is highly adaptable to meet the dynamic needs of your business.
- ✓ **Expertise:** Gain access to experienced and certified IKARUS Industrial Cyber Security experts.
- ✓ **Responsiveness:** The Service On Demand package ensures rapid response times to address unexpected security incidents or technical issues.
- ✓ **Cost efficiency:** Pay only for the services you use, providing a cost-effective solution tailored to your specific requirements.

Service packages

Starter Package: 0.5 – 1 person-day, ideal for new customers or smaller projects


Standard Package: 2 – 3 person-days, for regular needs and ongoing support

Large Package: 4+ person-days, for large-scale projects or major clients

Complementary IKARUS OT Security Professional Services

- » IKARUS Deployment Package
- » IKARUS Advisory Meeting Package
- » IKARUS Health Check Package
- » IKARUS Optimization Package
- » IKARUS 24/7 Maintenance and Emergency Support Package

Get in touch:

 +43 1 58995-500

 sales@ikarus.at

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