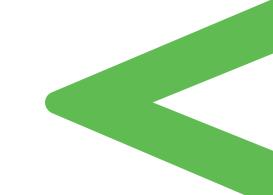# GEMALTO SUPPORT SERVICES

Keeping critical systems up to date is challenging in the face of staff turnover, software and hardware updates, and a continually evolving threat landscape. To stay secure and compliant it is vital to ensure the ongoing health and wellbeing of your foundational security solutions. Accutive provides the following services to protect your investment in the Gemalto SafeNet solutions.

HEALTH CHECK

Keeping your Gemalto SafeNet solutions up to date and running optimally is challenging especially when facing staff changes, and hardware and system updates. However, when these solutions are critical to your security and compliance initiatives and programs, failure is not an option.

The Accutive Gemalto SafeNet Health Check is a 3-day on-site engagement designed to evaluate the installation and configuration of your Gemalto SafeNet HSM and/or KeySecure solutions.

DELIVERABLES

○ 3-day onsite services engagement

○ Review and validate installation and configuration

○ Standardize against Gemalto Best Practices

○ Document Gemalto environment in a Runbook for use by your information security team

○ Provide knowledge transfer to your Information Security team.

ONGOING REVIEW AND REPORTING

Accutive Security consultants will monitor your Gemalto Security solutions to ensure optimal performance and provide insight to your information security team on the performance, potential issues and remedial activities for your dedicated Gemalto security solutions.

Accutive recommends performing the Health Check prior to engaging us for the ongoing review and reporting service.

DELIVERABLES

○ Ongoing review and reporting on your Gemalto Security solutions

   ● Includes reviewing log files for anomalous entries or unresolved, persistent issues

○ Recommended remedial actions

MAINTENANCE

Accutive Security consultants will review your Gemalto SafeNet solutions on a scheduled basis for optimal performance and will proactively update the solutions to ensure your investment is protected. Furthermore, by keeping your Gemalto SafeNet solutions up to date, your organization will be able to take advantage of new features and capabilities.

DELIVERABLES

○ Includes the ongoing review and reporting deliverables

○ Apply Updates/Upgrades

   ● Operating System

   ● Software

   ● Firmware

   ● Gemalto Connector software (KeySecure)

      ○ ProtectApp, ProtectDB, ProtectFile

   ● Gemalto Client Software (HSM)

○ Knowledge Transfer to your information security team