



Global Standard Professional Services Offerings



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Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
Technical Account Management (Weekly Call) Note: Customer call cadence can be adjusted as per customer need & cost adjusted pro-rata	<ul style="list-style-type: none"> • Weekly Customer Call with Product Owner and regional professional services solution architect • Helping customers get most value from product. • Discuss open support tickets & feature requests. • Consultation advice on bespoke customer integrations. • Planning for solution upgrades with minimal downtime. • Arranging further product training. • Quarterly Business Review Reporting on support SLAs & product roadmap sessions. 	50 hours per year	€ 10 000,00	\$14 000,00
Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
SSH Product Consultancy	<ul style="list-style-type: none"> • Ad-hoc Consultancy with regional professional services solution architect • Helping customers get most value from product. • Discuss open support tickets & feature requests. • Consultation advice on bespoke customer integrations. • Planning for solution upgrades with minimal downtime. • Arranging further product training. • Quarterly Business Review Reporting on support SLAs & product roadmap sessions. 	Sold in minimum 1 day blocks ~210Euros per hour ~300USD per hour	€ 1 450,00	\$2 000,00
OpenSSH Consultancy	SSH expertise to help customers optimise SSH use cases <ul style="list-style-type: none"> • SSH authentication best practices (ldap, sssd, NIS, AD, PAMd, certificates) • SSH connections between ALL windows, MACoS • System management software (• Monitoring tools (Tivoli/Netcool) • Middleware (IBM Websphere / TibCo) • Automation (ansible/chef/puppet) • File transfer • CI-CD tools (Jenkins/Git) • SSH tunnelling (Securely connect legacy client connections) • SSH compliance (key management & access control) • IoT device control • OT access to PLC, HMI, RPA control devices • SSH access to cloud servers and services • Native SSH client support 	Sold in minimum 1 day blocks ~210Euros per hour ~300USD per hour	€1 450,00	\$2 000,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
Tectia install and configuration (C/S)	<ul style="list-style-type: none"> • Infrastructure requirements • Port configurations • Installation of Tectia on Windows/Linux/AIX • License activation • Starting and Stopping Server • Adding required permissions for the files and folders • Configuring Tectia Server & Client • Overall settings, services settings • Logging 	1	€ 1 450,00	\$2 000,00
Tectia install and configuration (zOS)	<ul style="list-style-type: none"> • Review the customer use cases • Configure and validate z/OS environment is ready to install Tectia • Install Tectia on x amount LPARs • Configure SSHD2 for inbound sftp • Configure SOCKS Proxy for outbound ftp-to-sftp • Configure SFTP client for outbound sftp • Test connections 	5	€ 10 000,00	\$12 500,00
Tectia zOS FTP to SFTP migration service	<ul style="list-style-type: none"> • Review the existing FTP jobs • Configure and validate z/OS environment is ready to install Tectia • Install Tectia on x amount LPARs • Configure SOCKS Proxy • Configure FTP client to use SOCKS Proxy • Help configuring target sftp server(s) • Test few outbound ftp-to-sftp jobs • Configure SSHD2 for inbound sftp • Test few inbound sftp jobs 	5	€ 10 000,00	\$12 500,00
Tectia Reconfiguration (post validation)	Reconfiguration of Tectia Server to ensure: Security best practices are in place The configuration meets the required	1	€ 1 450,00	\$2 000,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
Tectia System Validation Check (required for Premium Support)	<ul style="list-style-type: none"> • Review existing installation. • Checking installation directory and file permissions • Tectia Server general settings: Load control, login grace time, user configuration directory... etc, domain policy, Logging • Hardening the server configuration • Host key regeneration due to CVE-2021-27891 "Snowflake" • Ensure authentication methods are properly configured • Encryption algorithms • Connection testing and possible troubleshooting 	1,5	€ 2 175,00	\$3 000,00
Tectia Upgrade Service	<ul style="list-style-type: none"> • Evaluating the existing install • Backing up the current configurations • Importing the host keys, server configuration from old Tectia • Upgrading Tectia C/S to the latest versions • Checking installation directory and file permissions • Validating the new install and testing connections • Overview of the new features and demo 	1	€ 1 450,00	\$2 000,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
Tectia Product Training - Admins (Max 5 trainees)	<ul style="list-style-type: none"> • Pre-requisites- SSH Protocol Architecture, Understanding SSH; Key features, SFTP, SCP • SSHG3 Client & Server Architecture • Overview of Tectia • Installation of Tectia C/S • Authentication methods – password, public key, certificate, 2 FA, Smart Card, Tokens, Host based authentication • Enable/Disable Tectia Server functionality: – Enabling FIPS mode, SFTP, Chrooting, X11 tunnelling, Allowing/restricting connections • Logging & Troubleshooting • Example use cases for Tectia <p>CLIENT ONLY</p> <ul style="list-style-type: none"> • Adding profiles and testing connections for File Transfers • Command line tools • Tectia Broker 	1,5	€ 3 000,00	\$3 750,00
Tectia Product training Lab Env (available for 30 days)	<p>Tectia training Lab will be hosted in AWS and access to be provided via PrivX, it will include below servers</p> <ol style="list-style-type: none"> 1. Linux Server : – t2-medium 2. Windows Server : – t2-medium <p>Note: Training lab serves will be available for 4 weeks from start of training on weekdays (Mon-Fri) during day time (12 hours based on customer timezone). Lab servers can be made available on weekend on request.</p>	5 trainee access for 30 days	€ 2 000,00	\$2 500,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
UKM install and configuration (Small < 1000 hosts)	<ul style="list-style-type: none"> • Solution deployment planning, installation and basic UKM configuration • Discovery of target servers, example batch • Discuss about CMDB integration for automatic server on- and offboarding • Examples of environment lockdown, authorized key relocation • Example key ownership configuration & User Portal application on-boarding • Create UKM policies, and perform example key remediation against selected policies and keys violating policies 	5	€ 7 250,00	\$10 000,00
UKM install and configuration (Med 1000 - 5000 hosts)	<ul style="list-style-type: none"> • Solution deployment planning, installation and basic • UKM configuration • Discovery of target servers, example batch • Discuss about CMDB integration for automatic server on- and offboarding • Examples of environment lockdown, authorized key relocation • Example key ownership configuration & User Portal application on-boarding • Create UKM policies, and perform example key remediation against selected policies and keys violating policies 	10	€ 14 500,00	\$20 000,00
UKM install and configuration (Large > 5000 hosts)	<ul style="list-style-type: none"> • Solution deployment planning, installation and basic UKM configuration • Discovery of target servers, example batch • Discuss about CMDB integration for automatic server on- and offboarding • Examples of environment lockdown, authorized key relocation • Example key ownership configuration & User Portal application on-boarding • Create UKM policies, and perform example key remediation against selected policies and keys violating policies 	20	€ 29 000,00	\$40 000,00
UKM Annual Upgrade Service (2 days per upgrade)	<ul style="list-style-type: none"> • Annual service providing upgrade to latest versions of UKM software • Overview of latest features provided to UKM onsite team • Completion of Basic functional tests to ensure existing and new functionality is working • Verification that integration scripts in place for reporting/on-boarding are still working 	6 days per year (per UKM system)	€ 8 700,00	\$11 000,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
UKM HA and DR Testing Service	<ul style="list-style-type: none"> • High Availability review • Disaster Recovery review • Fault tolerance testing completed on UKM components to ensure no single points of failure DR test completed to ensure UKM service is still operational when running from DR datacenter & also on failback to production data centre 	2 days per year (per UKM system)	€ 2 900,00	\$4 000,00
UKM Automated CMDB Host On-Boarding	Integration script provided to interact with CMDB database (eg. ServiceNow) and automatically on-board target servers into UKM and assign correct metadata for hostgrouping etc.	3	€ 4 350,00	\$5 500,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
UKM Product Training – Admins (Max 5 trainees)	<ul style="list-style-type: none"> • SSH Key Management Problem & Project Phases • SSH Secure Shell Basics • UKM Architecture (Basic) • UKM Installation (RPM) • UKM Basic Config • Target host preparation • UKM Host Discovery • UKM Tasks and Processes • User Portal Installation • User Portal Configuration • Policy Configuration & Reporting • Auditing & Monitoring & Alerting & Data Archive • UKM CLI & data management (Basic) • UKM Troubleshooting (Basic) • Target host lockdown 	3	€ 6 000,00	\$7 500,00
UKM Product training Lab Env (available for 30 days)	<p>UKM training Lab will be hosted in AWS and access to be provided via PrivX, it will include below servers</p> <ol style="list-style-type: none"> 1. UKM Frontend and Backend : - t2-medium 2. UKM User Portal Server and CLI : - t2-medium 3. Linux Target Node 1: t2-small 4. Linux Target Node 2: t2-small <p>Note: Training lab serves will be available for 4 weeks from start of training on weekdays (Mon-Fri) during day time (12 hours based on customer timezone). Lab servers can be made available on weekend on request.</p>	5 trainee access for 30 days	€ 2 000,00	\$2 500,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
UKM Product Training – Architects (Max 5 trainees)	<ul style="list-style-type: none"> • SSH Key Management Problem & Project Phases • SSH Secure Shell Basics • SSH Secure Shell Advanced • UKM Architecture (Basic) • UKM Architecture (Advanced) • UKM Installation (RPM) • UKM Basic Config • UKM Advanced Config • Target host preparation • UKM Host Discovery • UKM Tasks and Processes • User Portal Installation • User Portal Configuration • Policy Configuration & Reporting • Auditing & Monitoring & Alerting & Data Archive • UKM CLI & data management (Basic) • API v3 & UKM CLI & data management (Advanced) • UKM Troubleshooting (Basic) • UKM Troubleshooting (Advanced) • Target host lockdown • Script-based host scan • UKM Upgrade 	5	€ 10 000,00	\$12 500,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
PrivX install and configuration (single instance ssh/rdp only)	<ul style="list-style-type: none"> • Hardware requirements and configuring Firewalls • Installation of PrivX server - for Cloud/On-Prem • Licensing • Using PrivX Dashboard • Checking the service status • New SSH Connection: from UI + file transfers + settings • New RDP Connection: from UI + file transfers + settings • SSH Native Client connections. (using PuTTY) • RDP Native Client connections. (using Windows RDP client) 	3	€ 4 350,00	\$6 000,00
PrivX install and configuration (single instance ssh/rdp/web)	<ul style="list-style-type: none"> • Installation of PrivX server + PrivX components (Web Carrier & Web Proxy) • Hardware requirements and configuring Firewalls • Licensing • Using the PrivX Dashboard • Checking the service status of PrivX and the components • New SSH Connection: from UI + file transfers + settings • New RDP Connection: from UI + file transfers + settings • SSH Native Client connections. (using PuTTY) • RDP Native Client connection. (using Windows RDP client) • Configuring the components in PrivX GUI • Adding access to Web Service via HTTPs using carrier/proxy • Configuring required ports • New Web Connection: from UI + file transfers + settings 	5	€ 7 250,00	\$10 000,00
PrivX install and configuration (HA/DR multi instance ssh/rdp/web)	<ul style="list-style-type: none"> • Workshop to gather information about customer environment • Prepare PrivX solution design • Infrastructure provisioning, Load Balancer and firewall configuration • External PostgreSQL database installation and configuration • PrivX HA installation • PrivX Carrier and Web Proxy Installation • User and host directories configuration/host onboarding for SSH and RDP targets • Web target configuration • Update PrivX solution design documentation covering following aspect <ol style="list-style-type: none"> a) PrivX System Components and Specifications b) Network/firewall details c) PrivX upgrade process d) High Availability e) Disaster Recovery 	15	€ 21 750,00	\$30 000,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
PrivX install and configuration (HA/DR multi network ssh/ rdp/web + extender)	<ul style="list-style-type: none"> • Workshop to gather information about customer enviroment • Prepare PrivX solution design • Infrastructure provisioning, Load Balancer and firewall configuration • External PostgreSQL database installation and configuration • PrivX HA installation • PrivX Extender installation and configuration • PrivX Carrier and Web Proxy Installation and configuration • User and host directories configuration/host onboarding for SSH and RDP targets. • Web target configuration • Update PrivX solution design documentation covering following aspect <ol style="list-style-type: none"> a) PrivX System Components and Specifications b) Network/firewall details c) PrivX upgrade process d) High Availability e) Disaster Recovery 	20	€ 29 000,00	\$40 000,00
PrivX Account Discovery Service	<ul style="list-style-type: none"> • Scan environment (ukm offline scan scripts) • Upload scan output files to privx server • Process output files to create a CSV output showing Accounts and SSH keys present across estate • Scripted process to create accounts and associate roles in PrivX 	3	€ 4 350,00	\$6 000,00
PrivX CMDB Host On-Boarding	Integration script provided to interact with CMDB database (eg. ServiceNow) and automatically on-board target servers into PrivX and assign correct roles to known target accounts.	3	€ 4 350,00	\$6 000,00

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
PrivX System Validation Check & Testing (required for Premium Support)	Produce PrivX Design Validation document covering following aspects <ul style="list-style-type: none"> • Architectural Diagram • IAC: Cloud Formation templates, Auto scalling group, Launch configurations etc • User Directories & Roles • User Authentication (inc. 2FA) to PrivX • Host On-Boarding (Windows) + PrivX authentication to target • Host On-Boarding (Linux) + PrivX authentication to target • Host On-Boarding (Web) + PrivX authentication to target • Role to Target User mapping • Functional Capacity review (CPU, Memory, IO, Storage, Network) • Scalability • High Availability review • Disaster Recovery review • Joiner-Mover-Leaver Process • Host LifeCycle management • Target host User lifecycle management • Session Recording • Integration with SIEM system (alerts & processes) • Review Linux SSHD server configurations on target hosts and changes required 	6 days per year (per PrivX system)	€ 8 700,00	\$12 000,00
PrivX Annual Upgrade Service (2 days per upgrade)	<ul style="list-style-type: none"> • Evaluating the existing installation • Pre-upgrade discussion with the customer • No. of upgrades/year based on customer requirement • Upgrading from non-supported version to the latest <ul style="list-style-type: none"> » Incremental upgrades • Backups of PrivX configuration and external DB • System backup (Vmware Snapshots/EMI) • Version upgrade • Post upgrade validation • Restoration of previous settings • Overview of the new features and demo 	6 days per year (per PrivX system)	€ 8 700,00	\$11 000,00
PrivX HA and DR Testing Service	Produce PrivX HA and DR test document covering following aspects <ul style="list-style-type: none"> • High Availability Review • Disaster Recover Review • Fault Tolerance overview • Actual HA test by simulating one or more componenet failure • Actual DR test by simulating one data centre or regioin failure 	2 days per year (per PrivX system)	€ 2 900,00	\$4 000,00

Product Admin Training

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
PrivX Product Training - Admins (Max 5 trainees)	<ul style="list-style-type: none"> • Infrastructure requirements and security configurations • PrivX server Installation - for Cloud/On-Prem • PrivX Carrier and Proxy installation • Managing the Dashboard • Creating User, Roles & Configuring Workflows • Directories (Local, AD, LDAP, OIDC) and User Groups • Adding Access to Linux hosts via SSH • Adding Access to Windows hosts via RDP • Adding access to Web Service via HTTPs using carrier/proxy • Integrating PrivX using API Clients • Importing data via API/CLI • Secret vault management • Authentication types • Auditing and reporting • Backup and restore • Troubleshooting • Typical use cases 	3	€ 6 000,00	\$7 500,00
PrivX Product training Lab Env (available for 30 days)	<p>PrivX training Lab will be hosted in AWS and it will include below servers</p> <ol style="list-style-type: none"> 1. PrivX Server : - t2-medium 2. PrivX Carrier and Web Proxy : - t2-medium 3. PrivX Extender: t2-small 4. 3 Linux Target servers: t2-small 5. 1 Windows target node: t2-medium <p>Note: Training lab serves will be available for 4 weeks from start of training on weekdays (Mon-Fri) during day time (12 hours based on customer timezone). Lab servers can be made available on weekend on request.</p>	5 trainee access for 30 days	€ 2 000,00	\$2 500,00
PostgresDB Training	Not Applicable at present	2	€ 2 900,00	\$3 625,00

Product Architect Training

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
PrivX Product Training - Architects (Max 5 trainees)	<ul style="list-style-type: none">• What is PrivX?• PrivX Architecture Design- for Cloud (Azure, AWS and Google cloud) and On-Prem• PrivX Microservices Architecture• Network configurations• IAM; Authentication & Authorizations• Role-based access: Defining and Designing roles and users• Rest APIs• Automation using Chef, Puppet, Ansible• Additional Security features: HSM, WAF, MFA, SSO, ephemeral certificates• Designing Break Glass Scenario	4	€ 8 000,00	\$10 000,00

Product End-User Training

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
PrivX Product Training - End Users (Max 5 trainees)	<ul style="list-style-type: none">• Managing the Dashboard• Principles of Users, Roles & Workflows• Authentication Directories (Local, AD, LDAP, OIDC) and User Groups• Access to Linux hosts via SSH• Access to Windows hosts via RDP• Access to Web Service via HTTPs using carrier/proxy <p>Requesting Access to role using workflow Using Secret Vault within PrivX</p>	0,5	€ 1 000,00	\$1 250,00

Deployment and Operations

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
NQX Central management system Installation	<ul style="list-style-type: none"> • Installation environment review • CM installation • Database installation • Certifications Import/creation • Creating Admin user and logging with GUI • Set default values (CM Settings) <ul style="list-style-type: none"> » Create backup scheduler » Using the Dashboard • CM Introduction 	2	2900	4000
NQX Central management system Hot Stand-by Installation	<ul style="list-style-type: none"> • Installation environment review • Scope of hot Stand-by installation. Two systems / database • System environment (CM, NTP, DNS, DHCP) • IP- addresses for systems (see above) • PKI-plan, How customer plan to utilize certifications (Installation and configuration of NQX CM (Import from external system or use own, NQX specific) 	2	2900	4000
NQX Telemetry	<ul style="list-style-type: none"> • Installing Grafana and Influx DB • Providing templates for easy view of data • Configuring NQX to send data to the telemetry systems • Connecting to external SIEM system. (Future step) • Deploy basic templates to monitor NQX telemetry data 	2	2900	4000

Standard Professional Services Modules	Description	Typical duration (days - remote/onsite)	Cost (EMEA)	Cost (US/APAC)
NQX End users Training (Hands-on training with test environment)	<ul style="list-style-type: none"> • NQX introduction – Encryptor • NQX CM management tool introduction • Tasks to manage network <ul style="list-style-type: none"> » Create a node » Add interfaces » Create policy rules » Using PKIs and certifications » Create L2 and L3 VPN tunnels » Node software upgrades » Tools for maintenance 	3	4350	6000
NQX CM-Training Admins	<ul style="list-style-type: none"> • CM users and profile settings • Trust policy • CM installation • Critical system processes • Back-up and restore • Node HA configuration • CM Hot Standby configuration 	2	2900	4000



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