Global Standard Professional Services Offerings
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### Technical Account Management and Consultancy

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<th>Standard Professional Services Modules</th>
<th>Description</th>
<th>Typical duration (days - remote/onsite)</th>
<th>Cost (EMEA)</th>
<th>Cost (US/APAC)</th>
</tr>
</thead>
</table>
| **Technical Account Management (Weekly Call)** | • 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 |

**Note:** Customer call cadence can be adjusted as per customer need & cost adjusted pro-rata

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<thead>
<tr>
<th>Standard Professional Services Modules</th>
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</thead>
</table>
| **SSH Product Consultancy** | • 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  
~210 Euros per hour  
~300 USD per hour | € 1,450,00 | $2,000,00 |

**SSH expertise to help customers optimise SSH use cases**  
• 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  
~210 Euros per hour  
~300 USD per hour | € 1,450,00 | $2,000,00 |
## Tectia®
### SSH Client/Server
### Deployment and Operations

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| **Tectia install and configuration (C/S)** | • 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)** | • 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** | • 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 |
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</table>
| Tectia System Validation Check (required for Premium Support) | • 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 | • 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 |
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</table>
| Tectia Product Training - Admins (Max 5 trainees) | • 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  
CLIENT ONLY  
• 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) | Tectia training Lab will be hosted in AWS and access to be provided via PrivX, it will include below servers  
1. Linux Server : - t2-medium  
2. Windows Server : - t2-medium  

Note: Training lab servers 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. | 5 trainee access for 30 days | € 2 000,00 | $2 500,00 |
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</table>
| UKM install and configuration (Small < 1000 hosts) | • 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) | • 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) | • 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) | • 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 |
<table>
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<tr>
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</table>
| UKM HA and DR Testing Service          | • 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     |
<p>| 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     |</p>
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</table>
| UKM Product Training - Admins (Max 5 trainees) | • 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) | UKM training Lab will be hosted in AWS and access to be provided via PrivX, it will include below servers  
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 | 5 trainee access for 30 days | € 2 000,00 | $2 500,00 |

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.
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</table>
| UKM Product Training - Architects (Max 5 trainees) | • 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 |
## PrivX® Deployment and Operations

<table>
<thead>
<tr>
<th>Standard Professional Services Modules</th>
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<th>Typical duration (days - remote/onsite)</th>
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</tr>
</thead>
</table>
| PrivX install and configuration (single instance ssh/rdp only) | • 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) | • 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) | • 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  
  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 |
<table>
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<tr>
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<th>Cost (EMEA)</th>
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</tr>
</thead>
</table>
| PrivX install and configuration (HA/DR multi network ssh/rdp/web + extender) | • 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 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  
  a) PrivX System Components and Specifications  
  b) Network/firewall details  
  c) PrivX upgrade process  
  d) High Availibility  
  e) Disaster Recovery | 20 | € 29 000,00 | $40 000,00 |
| PrivX Account Discovery Service | • 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 |
## PrivX® Deployment and Operations

### PrivX® System Validation Check & Testing (required for Premium Support)

- Produce PrivX Design Validation document covering following aspects
  - Architectural Diagram
  - IAC: Cloud Formation templates, Auto scaling 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

<table>
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<tbody>
<tr>
<td>PrivX System Validation Check &amp; Testing</td>
<td>6 days per year (per PrivX system)</td>
<td>€ 8 700,00</td>
<td>$12 000,00</td>
</tr>
</tbody>
</table>

### PrivX® Annual Upgrade Service (2 days per upgrade)

- 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
  - 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

<table>
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<tr>
<td>PrivX Annual Upgrade Service</td>
<td>6 days per year (per PrivX system)</td>
<td>€ 8 700,00</td>
<td>$11 000,00</td>
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</table>

### PrivX HA and DR Testing Service

- Produce PrivX HA and DR test document covering following aspects
  - High Availability Review
  - Disaster Recover Review
  - Fault Tolerance overview
  - Actual HA test by simulating one or more component failure
  - Actual DR test by simulating one data centre or region failure

<table>
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<tr>
<th>Description</th>
<th>Typical duration (days - per PrivX system)</th>
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<tbody>
<tr>
<td>PrivX HA and DR Testing Service</td>
<td>2 days per year (per PrivX system)</td>
<td>€ 2 900,00</td>
<td>$4 000,00</td>
</tr>
<tr>
<td>Standard Professional Services Modules</td>
<td>Description</td>
<td>Typical duration (days - remote/onsite)</td>
<td>Cost (EMEA)</td>
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<tr>
<td>----------------------------------------</td>
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</tr>
</tbody>
</table>
| PrivX Product Training - Admins (Max 5 trainees) | • 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) | PrivX training Lab will be hosted in AWS and it will include below servers  
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  

Note: Training lab servers 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. | 5 trainee access for 30 days | € 2 000,00 | $2 500,00 |
<p>| PostgresDB Training | Not Applicable at present | 2 | € 2 900,00 | $3 625,00 |</p>
<table>
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</thead>
</table>
| PrivX Product Training - Architects (Max 5 trainees) | • 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 |
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<tbody>
<tr>
<td>PrivX Product Training - End Users (Max 5 trainees)</td>
<td>• Managing the Dashboard</td>
<td>0,5</td>
<td>€ 1 000,00</td>
<td>$1 250,00</td>
</tr>
<tr>
<td></td>
<td>• Principles of Users, Roles &amp; Workflows</td>
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<tr>
<td></td>
<td>• Authentication Directories (Local, AD, LDAP, OIDC) and User Groups</td>
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</tr>
<tr>
<td></td>
<td>• Access to Linux hosts via SSH</td>
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<td>• Access to Windows hosts via RDP</td>
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<tr>
<td></td>
<td>• Access to Web Service via HTTPS using carrier/proxy</td>
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<td></td>
<td>Requesting Access to role using workflow</td>
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<td></td>
<td>Using Secret Vault within PrivX</td>
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PrivX®

Product End-User Training

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</table>
| NQX Central management system Installation | • Installation environment review  
• CM installation  
• Database installation  
• Certifications Import/creation  
• Creating Admin user and logging with GUI  
• Set default values (CM Settings)  
  » Create backup scheduler  
  » Using the Dashboard  
• CM Introduction | 2 | 2900 | 4000 |
| NQX Central management system Hot Stand-by Installation | • 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 | • 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 |
## Product Training

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</table>
| NQX End users Training (Hands-on training with test environment) | • NQX introduction – Encryptor  
• NQX CM management tool introduction  
• Tasks to manage network  
  » 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 | • 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 |