



TrapX Services and Support

System Health Check

Optimizing Your TrapX Deployment

TrapX Security services and support System Health Check provide a comprehensive quarterly review and assessment of your DeceptionGrid environment. Using best-practice knowledge and experience, we review and assess your environment, and then recommend any changes needed to optimize performance.

Our TrapX System Health Check review covers many of your DeceptionGrid operational parameters, including:

- Monitoring network intelligence sensor (NIS) events and malware trap (MT) events
- Monitoring appliance connectivity to the TrapX Security Operations Center (TSOC)
- Performing a monthly NIS event simulation to ensure that events show up successfully and are logged and alerted correctly
- Performing a monthly MT event simulation for each appliance and VLAN to ensure that events show up successfully and are logged and alerted correctly
- Troubleshooting any problems discovered to understand what environmental change caused the issue and then working rapidly to resolve it
- Reviewing disk space and memory status for the TSOC and all appliances to insure compliance with TrapX requirements
- Reviewing log files for the TSOC and appliance to insure correct operation
- Reviewing appliance configurations and provide recommendations to improve deception
- Verifying that the latest release is correctly installed
- Verifying successful connectivity of the TSOC with the threat intelligence feeds
- Adding reports and triggers as needed
- Answering questions about the latest release, best practices, or discovered incidents of compromise

System Health Check Benefits

- » System configuration is optimized continually and adjusted for best performance
- » Correct operation is validated continually to insure that protection is in place
- » Upgrades with key new features are installed in a timely and correct manner
- » Patches for known problems are installed promptly and correctly
- » New opportunities to improve efficiency and capability are always identified and implemented

Using best-practice knowledge and experience, we review and assess your environment, and then recommend any changes needed to optimize performance.

TrapX Security Service and Support

TrapX is the leader in deception, applying our patented emulation technology to prevent and mitigate advanced cyber security threats. We leverage industry best practices to deliver superior quality services and support to our customers.

The TrapX Service and Support Program is designed to help you get the most out of the TrapX solution to help you stay several steps ahead of your attackers. Our proactive services for deploying our advanced deception technology help you identify and eliminate threats that go unnoticed by other cybersecurity solutions, ensuring the highest level of protection for your key assets. Most importantly, we're here to help during critical periods of incident response and crisis management.

Our support and service experts are available to help with product installation, support services, system health check, and special services including comprehensive forensics. Our Standard Support includes a basic service-level agreement, with unlimited service requests and ongoing case management. We also provide the latest hotfixes, service packs, major upgrades, enhancements, and proactive escalation.

TrapX Professional Services

Professional services augment your team with additional support resources (both locally and remotely), by providing cybersecurity consulting, deep analysis, and assistance. Our team supports every aspect of your DeceptionGrid environment, including operational deployment, upgrades, and ongoing management.

Hands-on training is also available to your security operations and research teams so that they can manage operational deployment of DeceptionGrid. Our Professional Services team is often called upon to manage and deploy custom integrations with third-party partners, deliver connector integration with SIEMs and firewalls, provide specialized malware analysis, and much more. We also have special services for System Health Check and Cyber Forensics.

Our Experience

The TrapX Support and Service team has many years of experience supporting large-scale enterprise customers, government entities, and highly classified applications in intelligence, cyberwarfare, and military organizations. Our professionals have leading-edge, hands-on experience in cyberwarfare and threat mitigation.

We help you win because we're always on the cutting edge of new security technology, tactics, and the best practices that support them. We know from experience how to leverage the power of deception technology to maximize your defensive advantage against cyberattackers.

Our Support Mission

Our mission is to enable people, businesses, and government entities to keep network infrastructures and critical assets safe and from attackers, helping ensure freedom from disruptions and financial impacts. We create the finest cyber-defense technology, solutions, and services in the world. Moreover, we are committed to work relentlessly to deliver technology that becomes essential to our customers, and we will strive to exceed your expectations with outstanding service and support.

Standard Support

- » Mon - Fri 9 am to 5 pm (excl Holidays)
- » Unlimited service requests
- » Email and web
- » Same business day response to Priority 1
- » Two business day response to Priority 2
- » Three business day response to Priority 3
- » Latest Hotfixes, Service Packs, Upgrades and Enhancements
- » Two authorized customer contacts
- » Standard hardware RMA return - 10 business days

Premium Support

- » 7 days x 24 hours x 365 days
- » Unlimited service requests
- » Email, web and phone w/remote desktop
- » Two hour response to Priority 1
- » Four hour response to Priority 2
- » Two business day response to Priority 3
- » Latest Hotfixes, Service Packs, Upgrades and Enhancements
- » Four authorized customers contacts
- » Advanced RMA return - 5 business days
- » Single point of contact at TrapX for addtl fee

About TrapX Security

TrapX has created a new generation of deception technology that provides real-time breach detection and prevention. Our field proven solution deceives would-be attackers with turn-key decoys (traps) that "imitate" your true assets. Hundreds or thousands of traps can be deployed with little effort, creating a virtual mine field for cyberattacks, alerting you to any malicious activity with actionable intelligence immediately. Our solutions enable our customers to rapidly isolate, fingerprint and disable new zero day attacks and APTs in real-time. Uniquely our automation, innovative protection for your core and extreme accuracy enable us to provide complete and deep insight into malware and malicious activity unseen by other types of cyber defense. TrapX Security has many thousands of government and Global 2000 users around the world, servicing customers in defense, healthcare, finance, energy, consumer products and other key industries.

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