

Professional Services

Four easy steps to maximize your SecureLink experience

Overview

Get more value from your solution with SecureLink's range of deployment, configuration and implementation services. Our third-party risk professionals are here to help you achieve long-term success and gain the most from your security platform. SecureLink is your partner in third-party risk management and we're here to help you along the way.

Below are the four steps our professional services team will take to help setup your new solution:



Step 1

Kick-off discussion

The first step, is to hold a project definition call with process owners at your business to evaluate your current procedures. During this introductory step, we'll perform a comprehensive discovery to establish the project scope. We'll determine your organization's goals and examine what's working and what needs to be improved. Our technical experts will review your server setup, answer any questions you may have, and determine specifications for setup.



Step 2

Workflow discovery & training

As part of this remote consultation, we'll determine key user groups, roles and tools to transition your existing vendor management workflow to the SecureLink platform. You'll be able to guide the initial product configuration decisions based on use case options that work best for your business. Then, together we'll lay the ground work for any customized training needed. Next, our solution experts will set up services and system admin configurations, and train your administrators to use the platform.



Step 3

Workflow consulting

This service really sets SecureLink apart in the market. As part of this in-depth consultation, we'll establish and document the workflow to add and enable your vendors, as well as discuss best practices for vendor management within your organization. We'll offer recommendations on processes for rolling out your SecureLink solution internally and deliver a comprehensive **engagement report**. This detailed report documents procedures and configurations for continuity and auditors, complete with diagrams for vendor workflow and tiering.



Step 4

Onboarding project

We will work with you to design a custom migration plan, including gathering data, communication, outreach and technical assistance to onboard your vendors into the SecureLink system.

Partnering for the future

Each year, we'll follow up with you to ensure you're getting the most from your SecureLink technology. SecureLink's **Best Practices Assessment (BPA) for Enterprise** is an annual service designed to evaluate your current implementation on multiple levels. The assessment includes discovery with your local SecureLink admins to dig into specific use cases, workflows and configurations currently on the system.

We understand that as usage of enterprise software moves beyond the implementation phase, it can be difficult to keep track of newer product features and maintain best practices. That's where our professional services team can help. They will identify key markers for security, management and industry best practices to provide you with insight into how effectively your organization is using SecureLink. You will then receive an easy-to-read scorecard-style report with in-depth evaluations and recommendations based on our findings.