# exertis | SERVICES

# Choosing Exertis Services

Key advantages and disadvantages that a CISO might consider when evaluating the use Exertis cybersecurity professional services.

| CONCERN | ASSURANCE | THE EXERTIS DIFFERENCE |
|---|---|---|
| **Loss of Direct Control** | Documented SLAs and 24/7 Support | Service delivery against documented SLAs, ensuring accountability and high service standards. Their Technical Assistance Centre (TAC) operates 24/7/365, offering continuous support |
| **Security and Confidentiality Risks** | Secure Technical Assistance Centre (TAC) | The TAC is secure and staffed by qualified, experienced engineers who adhere to best-in-class processes and service levels |
| **Vendor Lock-In and Dependency** | Flexible Engagement Options | Flexible, modular-based services that can be tailored to specific needs, reducing dependency on a single service model |
| **Alignment with Organisational Goals** | Customised Solutions and White Label Services | White-labelled services tailored to the customer's requirements, ensuring alignment with organisational goals and enhancing brand trust |
| **Integration and Compatibility Issues** | Vendor Accredited Consultancy and Installation | Provision of vendor-accredited consultancy and installation services, ensuring compatibility and seamless integration with existing systems |
| **Cost Considerations** | Predictable Cost Structures and Value-Added Services | A range of services with clear, predictable costs, and additional value-added services such as free pre-sales scoping and proof of concept evaluations |
| **Response Time and Agility** | Comprehensive and Rapid Incident Response | Maintenance of a failsafe operation with 24/7 monitoring and fast-tracked vendor escalation, ensuring quick and effective responses to incidents |
| **Quality Assurance** | Vendor Accredited and Real-World Training | Ensures quality through vendor accreditation and real-world training provided by experienced technical consultants |
| **Operational Efficiency and Risk Mitigation** | Proactive Management and Scheduled Reporting | Proactive health monitoring, comprehensive reporting, and a dedicated, qualified team to manage and mitigate risks efficiently |

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