



Courion Professional Services

Benefits

Using Courion Professional Services provides the following benefits:

- Achieve quicker time to value
- Leverage best practices
- Reduce implementation risk
- Optimize solution for your environment
- Robust integration with enterprise target systems
- Direct connection with product development

Delivering Industry-leading Services and Expertise

Courion Professional Services offers a proven level of industry services expertise, acquired and fine-tuned as a result of many years of experience deploying access governance, provisioning and compliance management solutions for some of the world's largest, most complex enterprises.

Courion Expertise

Every organization is unique in terms of the multiple heterogeneous systems that need to be integrated in order to deploy an effective identity and access management (IAM) solution. The fastest, most efficient way to effectively implement a system tailored to meet your unique identity-related business challenges is to rely on the proficiency of Courion Professional Services.

Courion's expert consultants deliver in-depth expertise, developed during hundreds of enterprise implementations, on how to quickly and efficiently configure and deploy our software within your unique business IT environment. Courion is the leading provider exclusively focused on solving complex access governance, provisioning and compliance management solutions and our team delivers more than 10 years industry experience on average and between 2 and 5 years implementation experience with Courion's Access Assurance solutions.

Rapid Time To Value

Courion's expertise, processes and flexible products combine to rapidly deliver value to our customers. Courion's dynamic "start anywhere" approach enables you to focus on deploying the Courion solution that will deliver the quickest business value first. Regardless of whether you start with password management, provisioning or compliance management, Courion's professional services team has the capability to get you into production faster and more cost-effectively. The average client using Courion services goes into production in three to six months, as compared to the industry average of 12-24 months, while Courion's industry-leading license-to-services ratio is significantly lower than competing vendors who may be as high as 1:5.

For companies interested in a fixed-scope/fixed-price engagement, Courion offers fixed-fee implementation services. Engaging Courion in a fixed-fee engagement provides the highest level of assurance that project overruns will be eliminated, without compromising on the quality of the service delivered.

Courion Service Offerings

Courion services include:

- Strategic results-focused workshops for organizations considering an Access Assurance solution.
- Reliable and comprehensive implementation services.
- Comprehensive post-deployment offerings designed to maximize your success and help you take full advantage of your Courion investment.

Access Assurance Workshop

The Access Assurance Workshop enables organizations to identify concrete business value created by automating and integrating the organization's access governance, provisioning, access intelligence and verification processes. It identifies the desired end state of operations and value delivered to the business and defines the steps necessary to reach the end state, using best practices gained through Courion's extensive experience successfully delivering rapid time-to-value solutions for hundreds of customers.

Strategic Planning Workshop

Courion's Strategic Planning Workshop is an intensive discovery engagement to assess your identity and access management infrastructure and processes. During the workshop we develop a shared vision of what a successful IAM implementation will look like. At the conclusion of the workshop, you will receive a thorough, impartial appraisal with specific, actionable recommendations on how your company can achieve new levels of security, compliance, operational efficiency and business effectiveness.

Implementation Methodology

Courion has developed a comprehensive six-step implementation methodology, based on more than a decade of experience performing hundreds of implementations, that combines business consulting and system implementation disciplines. This methodology drives the deployment process from inception to production rollout and beyond.

Discover: During the Discover Phase, Courion works with your business and IT staff to develop a detailed understanding of your key business processes, IT infrastructure, and project goals and objectives. We review the project goals and objectives, document your existing IT infrastructure, workflows and processes, and collect baseline data that will be used for post-deployment analysis.

Plan: The data collected during the Discover Phase is used to develop a Plan of Record, which broadens the Statement of Work (SOW) developed during the sales process into a detailed, comprehensive

project plan. The Plan, created jointly by Courion and your staff, defines project scope, schedule and resources at the detail level and clarifies project oversight and rules of engagement. We also take initial preparation steps such as ordering equipment or scheduling training for your technical staff.

One of Courion's unique advantages is our exclusive IdentityMap™ process, which links unique user identities with the various accounts and access rights they will have on target systems. IdentityMapping merges your user profile data and account information from heterogeneous systems to identify orphaned accounts and improve your access control capabilities, which increasingly is an industry or regulatory requirement. Courion works with your team to define your unique IdentityMap process, which includes defining authoritative data sources and structures, and finalizing authentication and data security policies.

We define workflows, ensure corporate policies are aligned with Courion capabilities and develop a Requirements Document covering topology, architecture, data and workflows, as well as an internal communications plan to ensure maximum user adoption. The result is a comprehensive Plan of Record with mutually agreed upon milestones, tasks, resource responsibilities and timeframe.

Configure: During the Configure Phase, software is installed and configured in a test and development environment, where we implement connectors and custom workflows and build your IdentityMap. We integrate user interfaces, such as your enterprise portal and help desk, with the system and finalize management reporting. We then transition the solution to a production platform and complete final testing and configuration modifications.

Pilot: The Pilot Phase tests the system in a live environment. We closely monitor user activity, transactions and feedback, which we incorporate into the final configuration. During this phase, we begin internal communications to prepare the organization for the full roll-out.

Deploy: The Deploy Phase moves into full production. This includes bringing the software live on all target systems and communicating with the user community to drive user acceptance. We jointly track project progress, including adoption and usage patterns, and execute modifications, if necessary.

Manage: Once the Courion Solution is fully operational we deliver final "as built" documentation and transition you to Courion Customer Support. We conduct a post-deployment business review and evaluate project effectiveness and ROI.

If you are planning to deploy additional functions, such as provisioning or role management, we review and discuss the roadmap and incorporate lessons learned into the subsequent planning process.

Maximizing Value

Courion doesn't stop providing you guidance and support once your software is in production. Your business is dealing with constant,

dynamic change and, recognizing this, Courion delivers a range of programs designed to ensure your continued success with our solutions.

Enterprise Management Program

Courion's Enterprise Management Program (EMP) gives your business an advantage by leveraging the expertise of dedicated services consultants who can utilize their product knowledge to effectively address your business needs, relay the latest technical information, act as your advocate and expand the usefulness and value of your Courion solution.

EMP delivers a customized EMP Strategy and Operational Plan, a twelve-month plan detailing the goals, objectives, resources, tasks, deliverables and timing for a range of post-deployment services. These can include on-site or remote dedicated support resources, developing or enhancing connectors, producing customized reports, etc. The EMP program includes quarterly meetings with a Courion executive to review progress against the plan and adjust the plan as the business dictates.

Strategic Executive Review Program

The Strategic Executive Review (SER) Program is a structured meeting between a senior Courion executive and your business and information technology leaders to have a meeting of the minds to discuss our shared vision for success and constructively confront issues that may be impeding your success. This formal review provides a forum for an open discussion focused on sharing each organization's 6-18 month plans and helping you enhance the ROI of your Courion solution.

Executive Roundtable

C-level executives from Courion customers are invited to participate in Courion's annual Executive Roundtable, where you will meet with Courion management in a relaxed, informal venue to discuss present strategies, industry trends and concepts for future plans. The Roundtable is an opportunity for you to provide Courion with your feedback on how we can enhance the evolution of your business and technology strategy.

Training

Training classes for administrators and developers, lead by experienced services engineers with years of in-depth field experience, are available at Courion headquarters in Framingham, MA or onsite at your facility.

Support Services

Courion provides 24x7 telephone and web-based support services. Customers have access to a dedicated Support portal where they can learn more about how to get the most out of their implementation. A secure, searchable Knowledge Base provides you with self-

service convenience for answering technical questions, downloading product patches or releases, and exploring additional Courion product information.

CONVERGE

Courion customers are invited to come to CONVERGE, an annual user conference where they can interact with Courion team members, partners and other customers, as well as industry

experts, consultants and analysts. The CONVERGE agenda includes a rich mix of product updates, training, case studies, panels and interactive sessions designed to help you gain the most from your Courion solutions.

About Courion

Courion, the leader in access risk management, helps companies identify, quantify and manage the risks associated with information access. Used by nearly 500 organizations and over 14 million users worldwide to quickly and easily solve their most complex identity and access management (password management, provisioning, and role management), risk and compliance challenges, Courion can help your company win in today's mobile, always-on, cloud-based business environment. For more information, visit our website at www.courion.com. updates, training, case studies, panels and interactive sessions designed to help you gain the most from your Courion solutions.

“Best services organization I have experienced with a vendor in 30 years in the business. Top drawer all the way.”
System Architect
Fortune 50 Manufacturing Firm

