

Professional Services Provisioning Pack for Managed Service Providers

Fast provisioning and easy onboarding processes are crucial for both you and your customers - and deploying Bitdefender protection to multiple customer sites quickly can be a challenge, especially for MSP teams already stretched thin.

To help you with these issues, we created the **Professional Services Provisioning Pack**, a remote service delivered in English, to help you make the best use of the Bitdefender GravityZone® Cloud MSP Security centralized management console by applying our best practices and optimal settings. It covers the transition to Bitdefender GravityZone® with an array of services including planning, deployment, and installation assistance.

The service is available in three packages - Small, Medium, and Large - to ensure that each organization can choose the right level of service to best suit their needs.

Package inclusion	SMALL	MEDIUM	LARGE
Number of endpoints installed	Up to 100	Up to 175	Up to 250
Policies configured	1	2	4
User management	Yes	Yes	Yes
Knowledge transfer	No	Yes, 1 hour	Yes, 2 hours
Availability	EMEA, US	EMEA, US	EMEA, US
Products covered	CORE + Add-Ons	CORE + Add-Ons	CORE + Add-Ons
Services delivered by	Bitdefender	Bitdefender	Bitdefender
Delivery language	English	English	English
Delivery hours	2 hours *	4 hours *	8 hours *

*Hours can be split over a number of days dependent on end-user compliance with documentation requirements and competitor's removal process.

For more information about the service and pricing please contact your dedicated Account Manager.

Prepare for success and help your customers do the same

By acquiring the Professional Services Provisioning Pack, you'll get access to our Enterprise Services Team who will help you reduce time-to-value by:

- Deploying the GravityZone platform
- Setting up user management and credentials
- Validating GravityZone product installation for the in-scope deployment