



Services Brief

Advanced Enterprise Specialist Delivery Packs

AES Services

AES services are available in 10, 30, and 50 day blocks. This is your time, and can be used for onsite visits, telephone consultation and Webex sessions as you require. Your named AES already knows your people, processes and technologies and, combined with their expertise, AES services will keep your project productive, predictable and ultimately, successful.

The Advanced Enterprise Specialist (AES) delivery packs are designed to ensure your organization receives maximum value from the technologies purchased from ArcSight. With the AES delivery packs, we use our experience in ArcSight delivery and best practices to help minimize the effect of the complex business issues surrounding an implementation and give you the best possible ability to succeed.

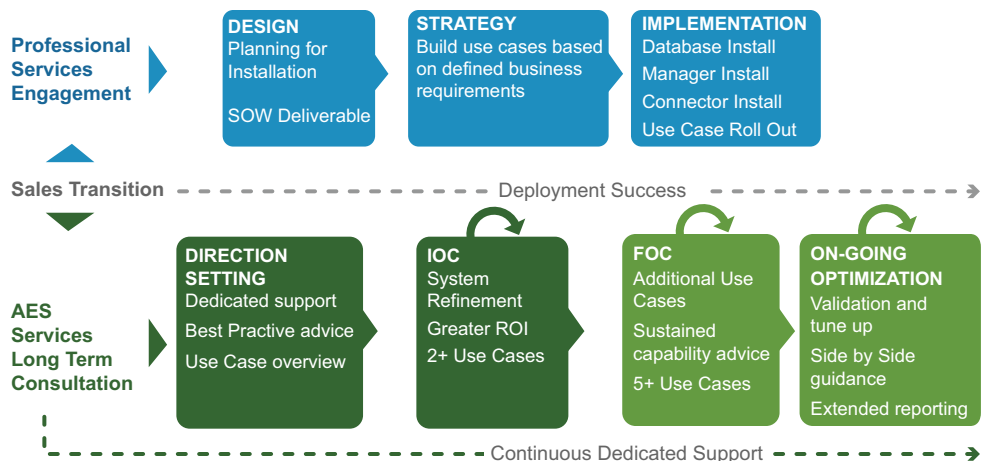
issues around implementation to be resolved efficiently. Depending on the stage of your ArcSight deployment, we have tailored methods to help drive your project forward. Be it a new deployment, post-implementation assistance or a mature and successful implementation that you are looking to expand, we can engage and advise on the best approach for you to succeed.

The Approach

ArcSight has developed AES delivery packs--advisory engagements to enable the common and difficult business and technical

AES Roadmap to Success

The AES Packages show typical activities that are likely to take place during each stage of the ArcSight ESM lifecycle. The AES packages have been broken down into four



AES stages. The duration of a stage in your ArcSight delivery, and combinations of packs you require can vary depending on the size and complexity of your environment, but the deliverables remain the same for each stage.

1. Direction Setting

Kicking off a new technical project which has dependencies on many external systems can be a daunting task. The AES direction setting pack will provide you with the direction and support you need to ensure you have the best possible footing when moving forward. The direction setting pack will provide you with:

- A dedicated technical resource on retainer that will be assigned to you for the long term
- ArcSight best practices, guidelines for a successful deployment and solutions building
- Project support – helping you define your sponsors, stakeholders and customers
- “How to” define your business requirements to help build your initial use-cases, and a use-case feasibility review

2. Initial Operating Capability (IOC)

After your ArcSight implementation is up and running with the help of our Professional Services team, the initial operating capability stage will expand the benefits of your investment by:

- Defining who your internal customers are and their success criteria
- Helping deliver additional use cases, and implementation refinements
- Work with you to identify and define more internal customers and stakeholders
- Expanding the number of security and business requirements being met by ArcSight technology with consistent outputs
- Assist in developing ArcSight workflow by taking advantage of annotation, cases, notification and escalations

About ArcSight:

ArcSight (NASDAQ: ARST) is a leading global provider of cybersecurity and compliance solutions that protect organizations from enterprise threats and risks. Based on the market-leading SIEM offering, the ArcSight Enterprise Threat and Risk Management (ETRM) platform enables businesses and government agencies to proactively safeguard digital assets, comply with corporate and regulatory policy and control the internal and external risks associated with cybertheft, cyberfraud, cyberwarfare and cyberespionage. For more information, visit www.arcsight.com.

3. Full Operating Capability (FOC)

Getting your project to full operating capability means that you have achieved all of the initial business objectives initially intended for the project and you are on the way to building a completely self-sustaining system (people, process and technology) for resolving future operational challenges. AES will look to confirm that the initial business objectives were met from the Direction Setting and IOC phase. To ensure maximum ROI we will work with you to identify and deliver:

- New use cases with consistent outputs to ensure that long-term business objectives are met
- Build toward a sustained capability to ensure you have the skills and knowledge to update implemented use cases as requirements change and are capable of developing and implementing new use-cases as requirements arise
- Extended deployment assistance, guidance on adding new connectors, FlexConnectors and system performance review based on additional use cases

4. On-going Optimization

At the on-going optimization stage we work with you to ensure you have the methods, training and experience required for defining and building solutions on your own. You will be fully aware of the ArcSight solution building process and this delivery pack will provide:

- Validation and tune-up of your existing implementations
- Side-by-side guidance on all your ArcSight related business and technical needs
- Development of extended reporting, harnessing the full potential of ArcSight



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