

Netskope Managed Services



The Netskope Platform is designed to protect your customers' SaaS, IaaS, and web use and provide them with a single control point for their cloud apps.

This should save them time and give them confidence in their improved security posture. But in any complex IT environment, where user, data, and application priorities are changing every day, your customers' policies can quickly become outdated, and solution features update, so taking a set-and-forget approach isn't an option.

Critical to the success of any Netskope Platform investment is an ongoing strategy for platform configuration, optimisation, and management. The platform needs constant attention from those qualified to know how to get the best out of it. For customers without resources or the appetite to manage the Netskope Platform themselves, a managed service is the only sure way to ensure that change doesn't go unnoticed.

Exclusive Networks' Netskope Managed Services free up internal resources and create business value by offloading management of the Netskope Platform to the experts. Customers simply choose how much management control they want by selecting the managed service package that best suits their needs. As an extension of the team, we solve the 'people-problem' and maximise the value of your customers' Netskope investment.

By managing, fine-tuning, and updating the Netskope Platform daily, customers can finally end the vicious cycle of constantly looking for talent to run new solutions, leverage leading practices from similar industries and regulatory environments, work with an expert Netskope services provider, and focus on their business while we protect their data.

How the Service Works

Once we understand your customers' business use cases, we'll develop a Netskope Managed Services roadmap and then build, deploy, optimise, and manage their Netskope Platform for a faster time to value.

Our Netskope Managed Services are sold as 1 to 3-year subscriptions. This allows customers to map managed services to their cloud-based subscriptions more easily.

Steps We Take:

1

Plan

Assess current state, understand goals, define use cases, identify quick wins, develop initial roadmap, and define measurable outcomes.

4

Optimise

Implement additional modules, define analytics, tune policies, integrate tech, optimise platform, and achieve full operating capability.

2

Build

Design and build a data security governance programme that drives your customers' people, tech decisions, and processes, and addresses the ever-changing data compliance and regulatory landscape.

5

Manage

Update and optimise the Netskope Platform, manage ongoing service requests, and perform business-as-usual operations.

3

Deploy

Deploy initial technology modules, deploy the Netskope Platform, implement policies, and achieve initial operating capabilities.

6

Realise Value

Enable customers to truly realise the value of their Netskope purchase. Utilise all the features, expand scope, and continuously optimise.

Netskope Managed Services Packages

Whether your customers' organisational needs and scope fit into our 1st Managed Service package, or they require added flexibility and customisation in the 2nd, we have a scalable service to meet their requirements.

Package 1: Netskope Managed Services for up to 10K users

Included in this service:

- + Named Service Delivery Manager (single point of contact)
- + Formal policy and tenant health reviews
- + Remote Quarterly Business Reviews (QBRs)
- + Guidance on best practice policy configuration and tuning
- + Hands-on troubleshooting
- + Hands-on upgrade and integration assistance
- + Policy configuration and tuning activities
- + 1st line through P1 ticket support
- + Industry-wide best practice applied to operations
- + Team redundancy for holiday, illness
- + Future planning via Value Realisation Plan (VRP)

Package 2: Custom Netskope Managed Services

This option provides a custom scope, services, and user quantity for Netskope, scaled to customer requirements.

Included in this service:

- + All components from Package 1, and
- + Named team of SMEs with Engagement Leader
- + Onsite Quarterly Business Reviews (QBRs)
- + Security governance planning & strategy sessions
- + Evolving Netskope Platform plan based on customer needs, compliance and regulatory changes
- + Roadmap for scope expansion

Please note that with both packages, changes in scope may result in additional fees.

Service Benefits

Offer fixed-cost managed services that maximise Netskope Platform value

Continuously operate and improve your customers' Netskope programme

Leverage our global technical bench of highly qualified engineers

Expand your Netskope deal and make it more margin rich

Free up internal customer resources by offloading management to experts with decades of experience

Shorten sales cycles and create happier customers through our team of experts

Exclusive Networks Value



Single point of contact for Netskope project and service delivery



NSCI&I Certified Engineers across the globe



Service capacity bursting capability for extended engineer availability



Network of 10,000+ engineers in 150+ countries for hardware preparation & deployment services



Best-in-class services assessed using industry recognised NPS scoring

Learn More

To discuss our Netskope Managed Services, get in touch with us today at: netskopeservices@exclusive-networks.com