Forescout Resident Engineer (RE)

A **Forescout Resident Engineer (RE)** provides in-depth technical knowledge to monitor, tune and administer the Forescout SilentDefense™ solution. The RE provides services specific to the customer's OT/network environment and the product's deployment in that environment, delivering configuration services, health checks, complex troubleshooting and general administration. The RE also has direct access to the Forescout escalation team for problem resolution and escalation.

RE Responsibilities

- Work with all relevant customer groups, including the network team, security teams, OT teams and business unit sponsors
- Provide customer support for end users and help desk
- Manage equipment installation and configuration at each site
- Maintain and update SilentDefense configuration as needed, including monitored networks, asset roles, vulnerability databases, visual analytics dashboards, etc.
- Monitor health of SilentDefense Command Centers and Sensors
- Track all internal cases and adhere to change management process as specified by the customer
- Interface with Forescout escalation team and Research and Development (R&D) for any escalations
- Tune SilentDefense sensor engines in accordance with the customer's business requirements
- Mature the Forescout solution to meet the customer's business goals. This includes participating in project meetings, conference calls and providing ongoing status reports that summarize outstanding issues and project plans.

Customer Responsibilities

- Designate a project point of contact who understands customer requirements to interface directly with the RE
- Provide appropriate RE access to customer systems and facilities, enabling the RE to provide necessary services
- Secure and install the required hardware platforms and ensure that they meet minimum requirements
- Provide access to system administration assistance for any hardware or networking issues

Highlights

Key Benefits

- Deploy faster
- Maximize return on Forescout investment
- Save staff time

Key Features

- Services based on best practices
- Leverages focus and experience of Forescout deployment experts
- Flexible packages aligned with specific customer needs

Customer Responsibilities (Continued)

- Identify change window times
- Notify Forescout of any system, network, application or equipment modifications that may cause potential problems or deviations
- Provide all other equipment, information and materials that may be identified from time to time as essential to perform work activities
- Cooperate promptly in the overall project, particularly regarding requests for documentation and informational meetings

Sample Deliverables

- Sustainment and maturation of SilentDefense configuration
- On-the-job training of customer personnel
- Recommendations for SilentDefense configuration and user training needs
- Continuous monitoring, updating and reconfiguration to meet customer's future needs
- Periodic SilentDefense asset and vulnerability reports
- Design documentation and backup procedures
- Weekly/monthly status reports

About Forescout

Forescout Technologies, Inc. is the leader in device visibility and control. Our unified security platform enables enterprises and government agencies to gain complete situational awareness of their extended enterprise environments and orchestrate actions to reduce cyber and operational risk.

Forescout's SilentDefense delivers real-time visibility into ICS network devices to quickly detect and manage operational and cyber risks in industrial environments without disrupting critical business processes.
Learn more at www.Forescout.com.

About Forescout Professional Services

While Forescout's products are extremely easy to use and deploy, the company offers an extensive array of professional services delivered directly and through our network of authorized service partners. With our professional services, customers can fortify their SilentDefense investment with expertise to accelerate time-to-value, expedite procurement and implementation schedules, develop and refine security policies, and customize system functionality to address unique oversight and reporting requirements.
Learn more at https://www.forescout.com/support/services/

Learn more:

Contact the Forescout Professional Services team at consutling@forescout.com for additional information.

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*Notes

1 Travel expenses are not included in the price.
2. Services are subject to the conditions set forth in the MSA: https://www.forescout.com/company/legal/eula/

Learn more at Forescout.com