

# Telos<sup>®</sup> Concierge Service

## Creating customer experiences as exceptional as our technology

Included with your Xacta<sup>®</sup> 360 purchase, you have full access to Telos Concierge Services (TCS), a robust customer support offering that minimizes the time-to-value by providing application support, access to the TCS Customer Support Portal, and limited subject matter expert (SME) support.

### Always available help desk support staff

Our cross-trained and certified personnel are standing by to provide general application support and assistance. You can count on them to keep you informed and to track your support request through to resolution.

### Information at your fingertips through a customer support portal

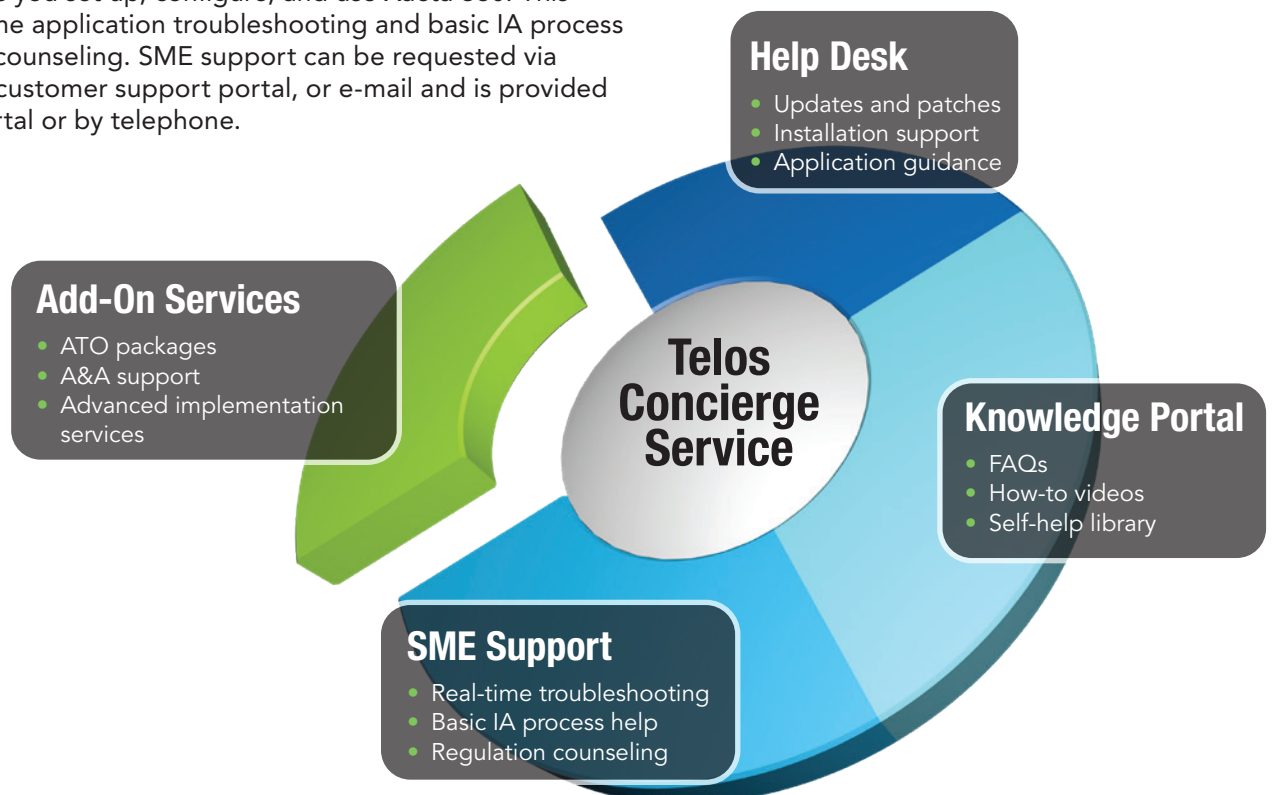
An extensive library of self-help content such as application manuals, FAQs, and instructional videos will help you quickly set up users, configure templates, and use Xacta 360 to achieve your specific organizational goals.

You have ongoing contact with Concierge team members through multiple entry points to answer your questions, and put you in touch with product experts as needed.

And you can create and monitor the status of your support requests in real-time.

### Limited subject matter expert support

Cyber security, compliance, and information assurance (IA) SMEs are prepared to address more complex issues and questions that you may have as you set up, configure, and use Xacta 360. This includes real-time application troubleshooting and basic IA process and regulation counseling. SME support can be requested via telephone, the customer support portal, or e-mail and is provided through the portal or by telephone.



## Advanced Services from Telos Professional Services Team

Telos has over 150 security engineers and analysts with decades of experience helping customers fully comply with public and private compliance regulations and other guidelines for information security. This highly qualified professional services team is available for hourly or firm fixed price engagements to provide advanced services to augment your internal risk management process. Professional services include:

### Full Service ATO Packages

- Assessment and Authorization Package Creation – Telos can complete the full Body of Evidence (BoE) for your Authorizing Official

### Assessment and Authorization Support

- Categorization
- Select BoE document generation
- Vulnerability assessments
- Penetration testing

### Advanced Xacta Implementation Services

- Implementation within complex and/or custom environment
- Integration with 3rd party software/services
- Data migration/translation services
- Custom/tailored regulations
- Business process engineering
- Custom roles/templates/approvals
- Customized publishable documents
- Implementation (program) management
- System administration/On-Site Help Desk
- Custom product enhancements
- Custom content development
- Computer-based training



The TCS team is prepared to assist customers in the assessment of your advanced services or customized content requirements, determining the associated “level of effort” needed to meet your objectives, and provide a quote to facilitate the funding of those requirements.



If you would like more information regarding Telos Concierge Service, please contact us toll-free at 1-888-288-4981 or via e-mail at [telos.concierge@telos.com](mailto:telos.concierge@telos.com).

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