



Utimaco QuickStart Services



Utimaco QuickStart Services are designed to facilitate implementations of your Utimaco products and maximize customer value.

Quick Implementation and Configuration

It provides cost effective services for the implementation of Atalla HSMs and Enterprise Security Key Management (ESKM). Installation and configuration of the aforementioned components by a trained Professional Services specialist is included in this service.

Utimaco Atalla HSM

Atalla Hardware Security Module (HSM) is a payments security module for protecting sensitive data and associated keys for non-cash retail payment transactions, cardholder authentication, and cryptographic keys.



Atalla

Innovation in Payments

Utimaco Enterprise Security Key Manager (ESKM)

Utimaco Enterprise Secure Key Manager provides a complete solution for unifying and automating an organization's encryption controls by securely creating, protecting, servicing, controlling, and auditing access to encryption keys.



ESKM

Key Management



Service, deployment and process

Service Implementation for your Utimaco Atalla HSM and Utimaco ESKM

The Utimaco QuickStart Service provides for the implementation of Utimaco Atalla HSM and Utimaco ESKM. Installation is conducted in accordance with

the product manufacturer's specifications and your specific requirements provided in the pre-installation questionnaire.

Planning and Deployment of your Utimaco ESKM

A services specialist will schedule the delivery of the service at a time mutually agreed upon between Utimaco and the customer, which shall be during local standard business hours, excluding holidays, unless otherwise agreed by Utimaco. Any services provided outside of standard business hours will be subject to additional charges.

The Utimaco Professional Services specialist may perform following activities that may include:

- Kick-off/assessment meeting.
- Verify that installation prerequisites have been met.
- Confirmation of solution requirements according to returned customer questionnaire.
- Design and validation of the proposed Data Security solution.
- Installation of the mentioned product(s) in one customer site in a supported configuration.
- Documentation of the deployed product(s).
- Close-out meeting.

The typical technical installation tasks may include:

- Out-of-Box "OBE" configuration for Utimaco Atalla HSM and Utimaco ESKM.
- Configuration of the Utimaco Atalla HSM and Utimaco ESKM customer requested settings (as required).
- Configuration of network connectivity settings for products.
- Configuration to send logs to syslog (as required).
- Configuration to send traps to SNMP server.
- Configuration of required user accounts for administrators and users.
- Configuration and Enrollment of Clients (as required for ESKM).
- Demonstration of a successful deployment.

A Utimaco Professional Services specialist will be available to answer questions during the onsite or remote portions of the service delivery.

Installation verification of your Utimaco QuickStart Service solution

After all components are installed and operational, Utimaco QuickStart Service will perform appropriate installation verification tests to confirm product functionality and adherence to Utimaco QuickStart Service installation quality standards, including:

- KNetwork connectivity and settings.
- Perform configuration backup for the SMS, IPS and/or NGFW.

- Log event review.
- Validation of event and logs sent to Syslog/SIEM (as required).
- Demonstration of a successful Data Security solution.

A Utimaco Professional Services specialist will be available to answer questions during the onsite or remote portions of the service delivery.

Customer mentoring session for your Utimaco Atalla HSM and Utimaco ESKM Service

Upon completion of the installation and verification, the Utimaco Professional Services specialist will conduct a mentoring session for up to five administrators on the installed product, not to exceed eight hours in duration. While not intended as a substitute for formal product training, this session will:

- Familiarize the customer with how to monitor and manage the products.
- Review the product implementation, configuration, and documentation.
- Review the customer's support procedures for the product.

Eligibility prerequisites for Utimaco Atalla HSM and Utimaco ESKM Service Delivery

The customer must provide the following for delivery of this service:

- Sufficient network connectivity, rack space, power, and cooling at the customer site to support the product.
- All information required in the completed pre-installation customer questionnaire.
- For any onsite services delivery, all requisite logistical accommodations to the Utimaco QuickStart Service

specialist including but not limited to adequate physical work location, access to the customer's network, internet access, telephone access, and access to the customer's offices where work will be performed.

- For any onsite or remote services delivery, any requisite access to the customer's network and servers but not including passwords. In addition, the customer will be responsible for all applicable data backup.



Limitations and responsibility

Limitations for the Utimaco Atalla HSM and Utimaco ESKM Service Delivery

This service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this service:

- Racking of appliances or servers.
- Performance testing or modelling services that, in the opinion of Utimaco, are required due to unauthorized

attempts by non-Utimaco personnel to install, repair, maintain, or modify hardware, firmware, or software.

- Services required due to causes external to the Utimaco maintained hardware or software.
- Any services not clearly specified in this document or services beyond the license limitations of the included products.

In addition, the customer will be responsible for all applicable backups.


Responsibility of the Customer

- Contact an Utimaco Professional Services specialist within 90 days of the date of purchase to schedule the delivery of the Service.
- Coordinate Service deployment on third-party maintained hardware/software (if applicable) with Utimaco QuickStart.
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist Utimaco in facilitating the delivery of this Service.
- Ensure that all Service prerequisites as identified in the Service Eligibility section are met.
- Ensure the availability of all hardware, firmware, and software required by the Utimaco Professional Services specialist to deliver this service.
- Retain and provide to Utimaco software upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service.
- The customer shall provide reasonable access and working space at the site as Utimaco may reasonably request.
- The customer will provide Utimaco and Utimaco subcontractor staff standard telephone and dial-up or comparable data access to the internet at industry standard speeds. Utimaco shall observe the customer work rules and security and safety policies while performing Utimaco Services at the site of which Utimaco product(s) is informed of in writing in advance and that are not inconsistent with Utimaco own business practices.



EMEA

Utimaco IS GmbH

 Germanusstraße 4
52080 Aachen,
Germany

 +49 241 1696 200

 hsm@utimaco.com

Americas

Utimaco Inc.


 900 E Hamilton Ave.,
Suite 400
Campbell, CA 95008,
USA

 +1 844 UTIMACO

 hsm@utimaco.com

APAC

Utimaco IS Pte Limited

 80 Raffles Place,
#32-01, UOB Plaza
Singapore 048624

 +65 6622 5347

 hsm@utimaco.com

For more information about Utimaco HSM products, please visit:

hsm.utimaco.com