

InsightConnect Workflow Deployment Services

The digital and threat landscape is constantly changing, and we know how challenging it is to communicate between historically siloed teams and stay on top of security incidents. Between disparate, unintegrated systems and repetitive, manual processes, teams are having a difficult time getting ahead. Rapid7 InsightConnect is a security orchestration and automation solution that enables your team to accelerate and streamline those time-intensive processes, to get to critical work faster.

Rapid7 Product Consulting Services

Our model provides services around the designing, building, and implementing of InsightConnect Workflows for your organization's needs. Workflows are built thoughtfully around business-aligned configuration and integrations with other solutions to enable end-to-end orchestration and automation of tasks. Our Consultants are field experts with years of security, IT, and development experience, to help you extract the maximum value of the solution and make a bigger impact in an ever-expanding landscape of tools and processes.

Here are the use cases we currently support, plus build time estimates based on our current customers:

- Phishing investigation (1 day)
- Provisioning and deprovisioning users (2 days)
- Malware containment (2 days)
- Alert enrichment (1 day)
- ChatOps: Distributed alerting (1 day)
- Threat hunting (1 day)
- Patching and remediation (3 days)

Have a different use case? We can help you scope it. Send us an email at sales@rapid7.com

Working directly with your team and your current tools, we help you align InsightConnect workflows with industry best practices, frameworks, and business processes. Using Rapid7 InsightConnect Product Consulting Services, you'll make the best use of valuable budget dollars and set your team up for ultimate success in security orchestration and automation.

Please note we will be leveraging the currently available functionality in our plugins for any workflow development as listed here: <https://insightconnect.help.rapid7.com/page/plugins>

DAYS

- Rapid7 will perform the services as defined in this service brief on a best efforts, "time-boxed" approach aligned with the # of deployment service days as purchased by the Customer. Time-Boxed approach is a best effort basis to complete as many tasks as outlined in this services brief. Rapid7 and Customer will work to prioritize deployment efforts based on available time remaining for deployment services.

Ready to get started, fast?

Contact us today: sales@rapid7.com

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OVERVIEW

- Setup and product feature overview

PRIMARY GOALS

- Set up InsightConnect using Rapid7's suggested best practices
- Configure Workflows to orchestrate technology stack, automate repetitive tasks, and accelerate operations
- Establish cadence for automation profile to maximize return on investment

THE METHODOLOGY

Phase I - Project Planning

- Gather use case from customer and business criteria
- Determine level of effort to develop workflow
- Schedule time to develop, test, and validate workflow
- Please note that all workflow development efforts will be time-boxed based on time purchased

Phase II - Architecture

- Review platform access and functionality
- Review system requirements of orchestrator
- Implement orchestrators within the corporate network based on customer architecture requirements

Phase III - Process Review

- Establish defined workflow objectives
- Review technology / solution requirements
- Identify action constraints

Phase IV - Workflow Build

- Overview of the best methodology to adopt when performing specific workflows
- Review, analysis, and recommendation of InsightConnect workflows, actions, and triggers to meet orchestration and automation needs
- Ensure configuration alignment of InsightConnect orchestrated solutions
- Construct identified workflow(s) to the fullest extent as technology or process allow during engagement period

Phase V - Knowledge Transfer

- Walkthrough InsightConnect's potential use cases
- Discuss automation vectors through technology orchestration that empower organizational control and oversight through decision points and process notifications
- Give detailed direction and education around orchestration and tool administration for healthy system vitals

REQUIREMENTS

Rapid7 Requirements

The following includes responsibilities of Rapid7:

- Provide consultant(s) with adequate training and certifications to conduct the Services.
- Provide the appropriate hardware and software to perform the Services.
- Work with the Client appointed project manager to schedule the work.
- Complete deliverables as time-boxed services days allow.

Customer Requirements

The following includes the responsibilities of Client to be performed prior to the engagement:

- Designate a Project Manager to work with Rapid7. Where onsite services are necessary, the Project Manager will arrange for access to the business site during normal business hours.
- Ensure all key network, security, or other Client personnel are accessible for interview or meetings as necessary for services.
- Provide Rapid7 with a list of relevant documentation (i.e., policies, procedures, diagrams, flow charts, etc.) necessary for Services, prior to the commencement of Services.
- **Prerequisite:**
 - Pre-Engagement checklist (will be provided during intro call) is complete by start of deployment
 - Client to provide Rapid7 consultant with remote access, through Zoom Meeting or equivalent, to InsightConnect Console (command line and UI) for remote engagements
 - Client has a dedicated resource(s) available to work with Rapid7 consultant during working hours of deployment
 - Client will have change control approvals in place prior to engagement
 - Client will provide Rapid7 with fully defined requirements one (1) week in advance of scheduled activities (if applicable)
 - Client will provide VPN access to the Console (command line and UI) and third-party integration source application
 - Client will have admin of third-party integration on call during development/ deployment of integration

Terms and Conditions

Services are performed between standard business hours, 8:30 AM to 5:00 PM local time, Monday through Friday, excluding nationally observed holidays, and in contiguous business days once commenced unless otherwise agreed upon in advance. Rapid7 will provide final deliverables no later than 10 business days from completion of work.

Rapid7 requires written confirmation ten (10) business days prior to scheduled Services for cancellation or postponement of Services. If fewer than the ten (10) business days' notice is given, only the portion of the Services falling after the ten (10) day notice period may be available for rescheduling. Client understands that Rapid7 must allocate resources in advance and that if Client cancels the Services within 10 business days of the Services' scheduled start date Rapid7 would suffer damages and costs. Accordingly, in the event Client cancels the start date of the Services in each case within 10 business days of the Services' scheduled start date, Client shall remain responsible for, as an early termination fee and not as a penalty, the portion of the Services that were canceled without the required ten (10) day notice.

Pricing is for all tasks defined by this Service, will be itemized in a Rapid7 quotation, based on the established terms and conditions between the client and Rapid7. Service fees are non-refundable and good for a period of twelve (12) months from the effective date of the aforementioned quotation.