Managed My OPSWAT

A unified subscription consolidating expert-led implementation, continuous monitoring, and 24/7 enterprise support — delivered by a single accountable OPSWAT team to safeguard the value of your critical infrastructure investment.

The Challenge

Selecting the right service engagement model is a recurring point of complexity for security and IT leaders. Organizations that require expert-led implementation with in-house day-to-day administration typically procure two discrete SKUs — Implementation Services and Customer Support. However, security environments are rarely static. As use cases expand, deployments scale, and platforms require continuous tuning, coordinating these needs across three separate SKUs creates procurement friction and accountability gaps. Consolidating every requirement under a single recurring SKU removes that complexity — and delivers built-in commercial discounts unavailable when services are procured individually.

What is Managed My OPSWAT

Managed My OPSWAT is a comprehensive, end-to-end subscription spanning the full operational lifecycle of your OPSWAT deployment. From initial implementation through continuous monitoring, proactive maintenance, and 24/7 expert support, every component is delivered by a dedicated OPSWAT team with deep contextual ownership of your environment — ensuring uninterrupted protection of your critical assets. Each tier is structured as an annual recurring subscription, priced as a defined percentage of the underlying product investment.

What's Included

1. Implementation Services

Expert-led deployment and continuous configuration of your OPSWAT solutions, delivered remotely or onsite.

- Deployment of OPSWAT hardware and software with policy, detection, and remediation configuration

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- Integration with third-party IT tools, Active Directory, and API workflows
- Testing, validation, user acceptance testing, and knowledge transfer
- Ongoing upgrades, patch management, and product feature enablement

2. Monitoring & Reporting

Continuous visibility into the health, security posture, and performance of your OPSWAT environment, supported by proactive remediation and executive-level reporting.

- Daily or weekly server health checks with continuous monitoring and Jira-based ticketing
- Posture compliance status via MetaDefender Endpoint
- Monthly or quarterly executive summary reports with asset, alert, patch, and incident metrics
- Proactive maintenance planning, performance optimization, and workflow tuning

3. Customer Support

Priority access to OPSWAT-certified engineers around the clock, backed by a structured tiered escalation model.

- 24/7/365 expert support via phone, email, and portal with priority case routing
- AI chatbot for self-service with seamless escalation to live agents
- Tiered model: L1 (1–5 yrs) L2 (5–10 yrs, certified) L3 (10–15 yrs, Product SME)
- Platinum support tier included; certified engineers assigned to every case

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Service Packages

Select the tier that best aligns with your operational profile, deployment scale, and budget. All tiers are recurring annual subscriptions.

Managed My OPSWAT — Remote

- Remote implementation, ongoing upgrades, and feature enablement
- Daily health checks, monthly executive reports, proactive maintenance, performance tuning
- Platinum Support included

Managed My OPSWAT — Onsite

- Onsite implementation plus quarterly onsite maintenance and upgrade visits
- Daily health checks, monthly executive reports, proactive maintenance, performance tuning
- Platinum Support included

Why Bundle All Three?

Stop trying to predict which service you'll need next quarter. Operational requirements rarely follow a forecast — implementation work, monitoring depth, and support escalations all fluctuate as your environment evolves. Rather than rationing SKUs against an uncertain roadmap, Managed My OPSWAT delivers a single subscription that insures your team against whatever the environment demands, 365 days a year.

Single Point of Accountability

Implementation, monitoring, or escalation — every request routes to one OPSWAT team with full visibility into your environment. No handoffs, no SKU lookups, no debate over what's in scope.

Adaptive to Your Environment

Use cases expand, infrastructure shifts, and threat profiles evolve. The subscription absorbs all of it — redeployments, additional integrations, and continuous tuning are covered without renegotiating scope or procuring another SKU.

Continuously Current Platform

Scheduled upgrades, proactive patch management, and structured maintenance keep your deployment aligned with the latest security enhancements and product capabilities — automatically, throughout the year.

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Ongoing Performance Optimization

Mission-critical security platforms require sustained fine-tuning. Our team continuously optimizes configurations, policies, and workflows so peak operational efficacy is maintained without commissioning additional engagements.

Service Architecture

Lightweight agents installed on your OPSWAT solutions communicate unidirectionally with the OPSWAT Operations team over TCP. Events with automated remediation paths are resolved without intervention; all other conditions generate tickets routed automatically to the response team. Remote access is delivered via MetaDefender IT Access and MetaDefender Endpoint with Jira ticketing. Air-gapped environments are fully supported using MetaDefender NetWall Series data diodes — enabling secure cross-boundary communication without compromising network isolation.

Get Started

To determine the optimal, Managed My OPSWAT tier for your environment, contact your OPSWAT representative or visit: www.opswat.com

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