

Fortanix Professional Services

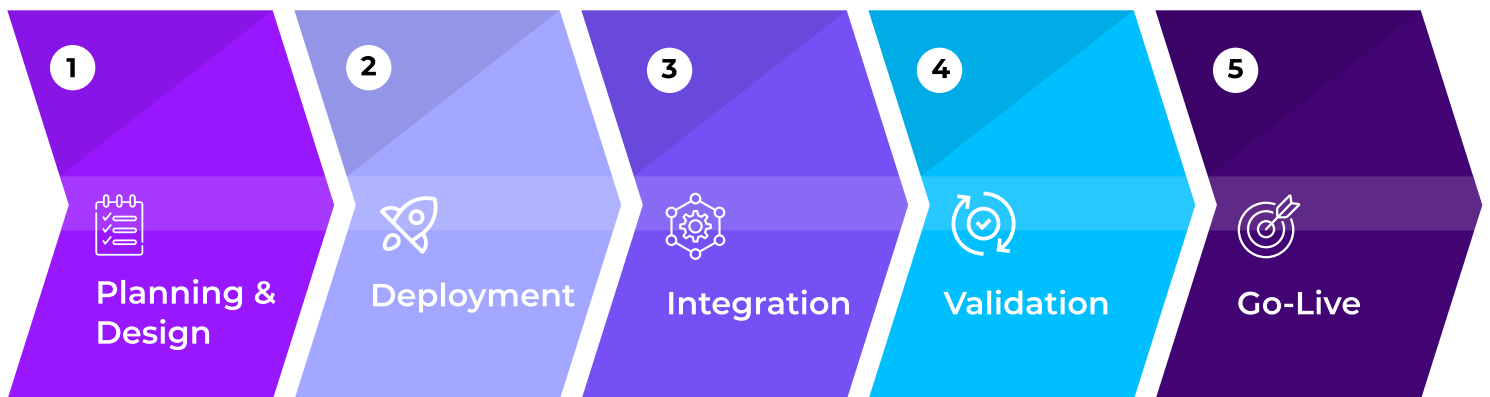
Fortanix provides best-in-class professional services, enabling organizations to achieve their cybersecurity objectives with confidence and efficiency.

Service Overview

Organizations deploying Fortanix solutions need rapid, secure, and flawless implementation to ensure maximum ROI and operational excellence. Fortanix Professional Services provides direct access to certified experts who guide, implement, troubleshoot, and optimize your deployment from Day 1, ensuring your teams are empowered, your timelines are met, and your business outcomes are achieved.

Fortanix Professional Service Methodology

Fortanix Professional Services follows a structured five-phase delivery methodology: Planning & Design, Deployment, Integration, Validation, and Go-Live - ensuring a predictable, efficient, and successful implementation journey.



Benefits



Training that helps your personnel become cybersecurity experts.



Includes knowledge transfer and As-Built documentation.



Optimize performance of your solution to its highest capability.



Get strategic view on new features, roadmap helping you adopt new technology faster.



Designed to provide proactive support. Assigned a designated pool of Customer Success Engineers.



Delivered by our experts reducing risk and faster time-to-value.

Why Choose Fortanix Professional Services?

Dedicated Fortanix Subject Matter Expert

A Fortanix Professional Service Engineer acts as an extension of your internal team.

- ✓ In-depth knowledge of Fortanix DSM, Confidential Computing, and cryptographic services
- ✓ Hands-on experience with enterprise-scale deployments
- ✓ Ability to translate business requirements into secure technical design

Faster Time to Value / Quicker ROI

A Fortanix Professional Service Engineer ensures rapid deployment, so you begin realizing value immediately.

- ✓ Optimized deployment roadmap
- ✓ Accelerated onboarding and configuration
- ✓ Reduced deployment risk and rework
- ✓ Immediate access to domain experts

Expert Implementation Support

Deploy with confidence using certified specialists who have implemented Fortanix DSM across diverse architectures, industries, and security models.

- ✓ Architecture design guidance
- ✓ End-to-end implementation support (Remote assistance)
- ✓ Integration guidance for Cloud KMS, databases, applications, HSM Migration, and more.
- ✓ Environment validation and readiness assessment

Fast-Track Issue Resolution

Your Professional Service Engineer works directly with Fortanix engineering, support, and product teams to quickly address issues.

- ✓ Priority troubleshooting
- ✓ Rapid root cause identification
- ✓ Direct path to engineering escalation
- ✓ Helps prevent recurring issues

Proactive Tracking & Periodic Updates

Stay informed and in control throughout your deployment lifecycle.

- ✓ Weekly or daily status calls (as per the project scope)
- ✓ Detailed issue tracking and remediation plan
- ✓ Project dashboard reporting
- ✓ Review SOP and provide guidance

Best Practices Tailored to Your Environment

Your deployment follows industry standards and Fortanix-validated best practices

- ✓ HA and DR architecture guidance
- ✓ Performance optimization and tuning
- ✓ Secure configuration and compliance alignment
- ✓ Lifecycle management guidance for keys, clusters and clients

Customer Advocacy

Your dedicated Professional Service Engineer champions your needs within Fortanix.

- ✔ Advocates your feature requests to Product Management
- ✔ Represents your use cases internally
- ✔ Ensures roadmap alignment for long-term value
- ✔ Helps prioritize fixes or enhancements when necessary

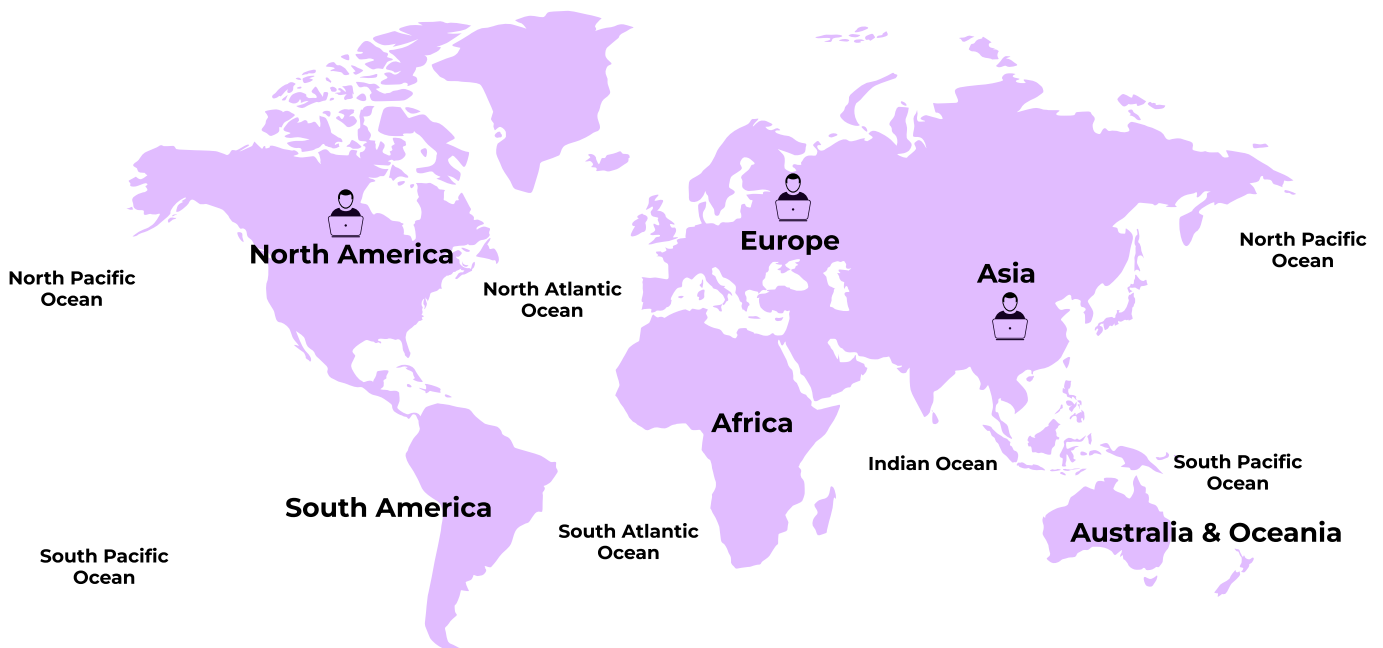
Knowledge Transfer & Enablement

Your team gains confidence and competency through structured learning and hands-on walkthroughs.

- ✔ Step-by-step operational training
- ✔ Administrator & operator enablement
- ✔ Documentation of procedures and runbooks

Global Presence for implementation

Fortanix Professional Services engineers are strategically located across multiple regions worldwide to provide implementation and delivery support to customers. These engineers are based in India, Europe, and North America, ensuring timely engagement and regional coverage.



Please reach out to your Fortanix Sales Representative for a Professional Services quote, or write to Fortanix Support at support@fortanix.com to get connected with a sales representative

Disclaimer:

The information provided in this datasheet is for general guidance only and does not constitute a guarantee or commitment from Fortanix. The scope of Professional Services, deliverables, timelines, and responsibilities are defined exclusively in the mutually executed Statement of Work (SOW) for each engagement. Not all services, capabilities, or activities described herein are included by default in every Professional Services package. Actual services delivered may vary based on the agreed project scope, customer environment, prerequisites, and commercial terms. Fortanix reserves the right to modify its services, offerings, and processes at any time without prior notice.