ThreatZERO Maintenance Plans

Maintain Your Prevention Status

BlackBerry believes that every great product should be backed by outstanding technical support. Leveraging ThreatZERO™ Services with CylanceENDPOINT™ brings organizations to a zero-threat level and moves environments into a state of prevention. Unfortunately, as new endpoints or applications are added, new CylanceENDPOINT features or agent versions are released, or technology refreshes occur, an environment's prevention status may become degraded.

To ensure environments never fall too far out of prevention, ThreatZERO Maintenance Plans provide an **ongoing care strategy that assesses and remediates any issues that arise, providing maximum security and continued return on investment**.

SERVICE OVERVIEW

ThreatZERO Maintenance Plans offer:

- Generation, delivery and full review of the ThreatZERO HealthCheck Report
- Policy review showcasing best practices, suggested modifications and further recommendations to re-establish prevention status
- Full malware status review during which threats are identified
- Full review of potentially unwanted programs (PUPs)
- Full review of memory exploit attempts and exclusions
- Full review of script control events and exclusions
- Thorough review of deployed agent version and update statuses
- Thorough review of new product features and upgrades

Clients are brought back to a state of zero active threats, and prevention is re-established.

AVAIABLE PLANS

ThreatZERO Maintenance Plans are available for either monthly or quarterly status checks.

- **Managed Prevention** combines ThreatZERO (Foundational) Services with a monthly/quarterly maintenance subscription (intended for new CylanceENDPOINT clients).
- **ThreatZERO Assurance** assists existing ThreatZERO clients in re-establishing their prevention status and maintaining that status moving forward through monthly/quarterly checks.

Ensure your environment remains in a state of prevention by maintaining your prevention status. Contact BlackBerry or your technology provider for details on ThreatZERO Maintenance Plans.

BENEFITS

- Provides awareness of the prevention status of the CylanceENDPOINT environment
- Address new malware and PUP threats
- Review memory exploit and script control features
- Maintain agent status and versioning
- Understand and enable new features
- Environments remain in a state of prevention

TO LEARN MORE

For more information about BlackBerry Cybersecurity Services, please request a consultation. If you need Emergency Incident Response and Containment support, please fill out the form or call +1-888-808-3119 for immediate assistance.