

DATASHEET

# SKYBOX PROFESSIONAL SERVICES

## Solutions

## ACTIVATION METHODOLOGY

Skybox Security's open platform enables integration with external systems, including SOC, ticketing systems, and organizational portals.

The Skybox APIs are based on web services that are applicable within most programming environments.

Skybox's integration methodology is designed to help customers to achieve added value by integrating with other systems and data sources to accomplish complicated use cases.

## Ticketing System Integration

Skybox™ Change Manager Ticket integration enables the streamlining of change management workflows across external ticketing systems (ITSMs) to ensure continuous network security and compliance. The solution provides custom tailored workflow integration of Change Manager with the customer's ticketing system.

The workflows and system automation are highly customizable and focused to be in line with the customer's business requirements. We have rich experience integrating Skybox a wide variety of ticketing systems, including ServiceNow, Remedy, Jira and others, including proprietary systems.

## BENEFITS OF AN INTEGRATED APPROACH

### Ticketing

- Streamline processes
- Simplify workloads with a customizable UI
- Gain insight through analytics
- View real-time updates based on triggers and push technology

### Firewall change workflows

- Flexible, customizable workflows
- A modular approach
- Real-time push updates

### Skybox's API

- Integrate with diverse data sources
- Model, normalize and export data across the entire hybrid environment

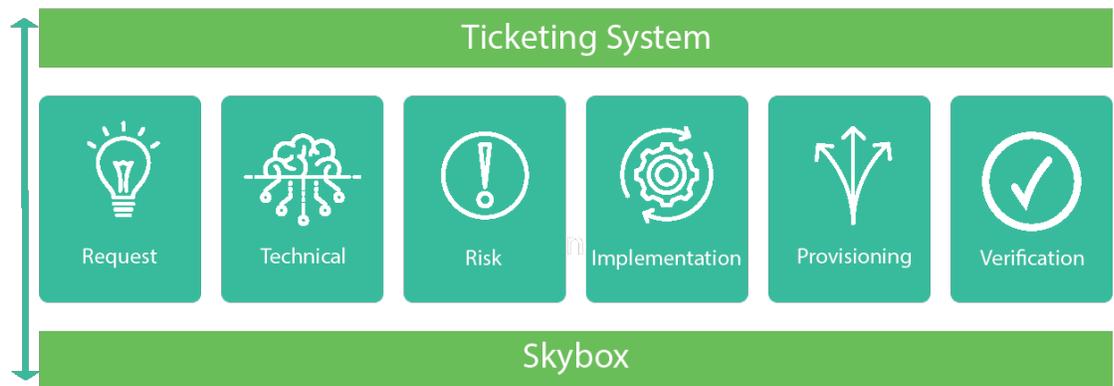


## Approaches to Ticket System Integration

Skybox customers can choose to either use shadow ticketing or to use a bi-directional integration. With shadow ticketing, users can only see the customer ticketing system front end GUI. Further, Skybox is used as a back end system that is updated via API calls.

With a bi-directional integration, both Change Manager and the external ticketing system front end can be used by customers when needed. Both of these systems also exchange API calls.

## Fully Automated Firewall Change Workflows



Skybox's fully automated firewall change workflows offer customers:

- **Flexibility** - Customizable workflows with defined inbound/outbound entry points based on business flows
- **Modularity** - Skybox customers are able to assemble and organize compliance, risk, provision components; or add custom phases
- **Triggered updates** - Pushes are used to deliver real-time updates
- **Flow** - Synchronized ticketing systems

### Integration Framework

- **Modularity** - Skybox customers are able to assemble and organize compliance, risk, provision components; or add custom phases
- **Data Mappers** - A configurable and customizable data engine enabling dynamic data support.
- **Adapters** - An out of the box basic adapter plugin for different applications and services i.e. Remedy, ServiceNow, Jira.

Skybox's rich API allows customers to integrate with other data sources. This data is enriched by the Skybox model. Customers are able to easily export data, create custom reports, automate tasks and more using the existing APIs.



## SERVICE OFFERINGS

### **Skybox Solution Consulting Services**

Skybox's solution consulting services sit alongside our deployment capabilities. Whether you need our PS team's assistance with turnkey deployment or technical assurance services, we're focused on your success and are available to stand alongside you every step of the journey.

#### **Turnkey Deployment by Skybox**

End-to-end implementation of integration and scripts by Skybox PS, from understanding the use case and goals, design and scoping, development and testing, deploying the integration, performing user acceptance testing, documentation and support.

A solution architect and a developer will work with you to define the integration flow and scope. Once agreed, the solution will be implemented by Skybox.

#### **Technical Assurance Services (Consultancy)**

These are hours that can be used to take advantage of Skybox experts' consultancy services. Skybox can help with technical consultancy while your developers implement the integration using our APIs.

The tasks that we can assist with include workshops to review the integration requirements and use cases, assisting with design and providing constant support relating to any integrations that use our APIs.

### **Value Realization Workshop**

The activation process starts with a Value Realization Workshop for the requested integration. In this workshop, we will help you to define the use case and operations that are most important to your business and will deliver the most impact to your success metrics. This workshop helps to define the scope of the integration solution and will determine how we will best work together to collectively hit your goals.

### **Solution Activation**

Skybox works with you to integrate Skybox solution into your organization's security operations. We work collaboratively with you to activate your Skybox solution, enabling your business to rapidly achieve value.

We are flexible in our way of working - we are solely focused on your success and will adapt to best fit to your internal processes. We also know that you may have more complex solution needs (i.e. Integrations with 3rd party tools, such as ticketing systems) and have the expertise required for a smooth and successful deployment.

## Post Deployment

Finally, based on our experience, we know that to achieve maximum success, customers and their users require on-going support and guidance.

If you have the skill set and knowledge you can maintain the integrations and customization script by yourself. Skybox will ensure that your support organization gains the requisite knowledge transfer.

Alternatively, we can provide an estimate for Skybox to assist and provide ongoing support for your integration and custom scripts. This includes access to the expertise of our PS Integration team who will help you gain greater value from your investment and sustain ongoing application support.

We offer you peace of mind. Working with Skybox PS, you can be confident that you are making the right decisions to reach optimal performance, reliability, and scalability.

## SERVICE OFFERINGS

Skybox's mission is to help you achieve your goals as fast as possible. Our approach to value delivery helps you achieve success quickly, cost effectively and with as little internal disruption as possible. Our consultants are prepared to support you every step of the process. And by limiting the scope through use case driven deployments, you control the pace of the project.



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### ABOUT SKYBOX SECURITY

Skybox provides the industry's broadest cybersecurity management platform. At Skybox Security, we provide you with cybersecurity management solutions to help your organization innovate rapidly and with confidence. We get to the root of cybersecurity issues, giving you better visibility, context and automation across a variety of use cases. By integrating data, delivering new insights and unifying processes, you're able to control security without restricting operational agility. Skybox's comprehensive solution unites different security perspectives into the big picture, minimizes risk and empowers security programs to move to the next level. With obstacles and complexities removed, you can stay informed, work smarter and drive your organization forward, faster.