

CyberArk Enterprise Password Vault Upgrade and Health Check Service

Conexsys Services Category

Cyberark has released Version 6 of its Enterprise Password Vault software.



This version brings a number of exciting new features including:

- Simplified failover in DR scenarios
- Major enhancements in Windows account and service autodetection
- Full support for Windows 2008 server on all components
- Enhanced reporting and scheduled reports
- A mobile compatible version of the standard web portal
- Automated password management supported on more types of devices
- Many other stability and functionality enhancements

The Enterprise Password Vault Appliance Hardware Upgrade

Cyberark has also released a new hardware platform as a successor to their original Cyberark advanced appliance. Customers deploying the new hardware will benefit from the stability of parts and support from a Tier 1 hardware vendor and industry standard out of band management.

The Conexsys Enterprise Password Vault Upgrade Service

While it is definitely desirable for most organizations to consider a hardware or software upgrade, this can be a daunting task given the mission critical nature of the data stored in the enterprise vault. Conexsys was the first Canadian authorized reseller of Cyberark EPV. We have the most experience, the most expertise and the deepest understanding of best practices in the public and private sector. The Conexsys Password Vault Upgrade and Health Check Service was designed to assist our customers in upgrading their vaulting infrastructure to the latest major version and/or patches. Conexsys developed this service as a thorough, cost effective way for organizations to upgrade their password vaulting products and ensure that all their requirements are met. The deliverables are based on Conexsys' extensive experience delivering this solution to large customers in the Canadian public and private sector.

The Conexsys Methodology

Conexsys will provide product experts that will upgrade the vault to the latest patched major version and review the configuration to ensure it is still using best practices. The goals of Conexsys' Password Vault Installation Service are as follows:

- To assist the client in upgrading their vault infrastructure.
- To plan for and configure any new features introduced by the upgrade.
- To review the existing configuration in several key areas to ensure that the deployment is still using vendor best practices.

Key Benefits

An installation performed by Conexsys product experts provides:

- The most secure, optimized implementation possible – customized for your specific environment.
- A lower overall upgrade cost resulting from better use of internal resources.
- Assurance that all key aspects of the vault are still configured to meet the customer requirements.

Service Overview

Our standard service can be customized to meet the goals of your engagement but typically includes:

1. Pre-installation Planning and Requirements Analysis:

Conexsys will lead a detailed requirements analysis to ensure all requirements for new features are discussed.

2. Enterprise Password Vault Software Upgrade:

All components (development and production) will be upgraded to the latest patched major version.

Any new features, unique to the new version will be configured as per the customer's requirements.

3. Appliance Hardware Upgrade:

Backup current data and local hardware settings.

Deploy the new hardware platform and customize any management or OS features.

Restore data and local settings to match the deployment on the previous appliance.

4. Health Check:

Conexsys analysts will review the vault components in several key areas to determine their compliance with vendor best practices. These areas are focused on the health of the device and include:

- DR failover/failback. Recovery from a real disaster.
- Backup and Restore. Recovery from a backup.
- Remote control and remote monitoring
- Email alerting
- Log file management for CPM and vault.

5. Knowledge Transfer

Through an informal session, the organization's staff are given the knowledge to configure and operate any new features.

6. Project Completion

The health check document is delivered, indicating that the deployment is sound.

Project Duration

To complete these phases it is expected that Conexsys will be onsite for 2-4 days, depending on the complexity of the deployment, with other activities taking place concurrently at Conexsys over a period of 1 week. More advanced deployment schedules (weekend change windows, acceptance testing in the development environment prior to deployment in production) can be accommodated.

Enhanced Services

Any simple questions or outstanding issues from the existing deployment can be raised with the Conexsys analyst during the onsite portion of the engagement. However, this is also a convenient and cost effective way to purchase extra time to address more complex issues not related to the upgrade, while the Conexsys analyst is on site. Conexsys can perform the following tasks on a time and materials basis:

- Modify the product architecture (add DR, HA or other major components)
- Deploy new features not specific to the upgrade.
- Conduct custom training for vault admins or vault users.
- Develop customized operational documentation in the format of the organization's existing procedures.

Service Cost

The service cost will depend on several factors including:

- The service required: hardware upgrade, software upgrade or both.
- The complexity of the current deployment.
- Any additional enhanced services required.

**Please contact your Conexsys sales representative for a custom quote based on your current deployment.
Contact us toll free at: (888) 509-8454.**