

ArcSight SOAR Professional Services

OpenText Professional Services experts have developed solutions to accelerate adoption and time to value with ArcSight's Security Orchestration, Automation, and Response Platform (SOAR).

ArcSight SOAR Services at a Glance

[ArcSight SOAR—Operations and Playbook Planning Workshop](#)

Plan your ArcSight SOAR implementation

[ArcSight SOAR—Implement and Deploy](#)

ArcSight SOAR Foundational Deployment

[ArcSight SOAR Playbook—Deploy and Tune](#)

Playbook Deployment

[ArcSight SOAR Playbook—Custom Development](#)

Custom Playbook Development and Deployment

Executive Summary

ArcSight SOAR by OpenText is a highly capable and very flexible platform, designed to meet the unique needs of individual organizations in terms of architecture, policy, and strategy for ArcSight SOAR. Adopting and maturing the ArcSight SOAR capabilities across your enterprise can be challenging. ArcSight Professional Services can assist with the implementation to ensure that you realize the maximum desired value of ArcSight SOAR. From the initial planning phases to development of custom ArcSight SOAR integrations, OpenText™ Professional Services has the solutions to accelerate your time to value.

ArcSight Professional Services Benefits

- Leverage ArcSight SOAR expertise and best practices
- Enable a common approach to operational processes
- Accelerate time to value and ROI

Available Services

We offer the following preconfigured service offerings and are available to plan custom services to best meet your unique needs:

- ArcSight SOAR—Operations and Playbook Planning Workshop
- ArcSight SOAR—Implement and Deploy
- ArcSight SOAR Playbook—Deploy and Tune
- ArcSight SOAR Playbook—Custom Development

Each service provides for a portion of the ArcSight SOAR adoption journey—from planning, installing, tuning, or maturing with custom integrations.

Operations and Playbook Planning Workshop

The ArcSight SOAR—Operations and Playbook Planning Workshop service provides for a consultant-led (or consultant-facilitated) planning engagement to determine the best ArcSight SOAR architecture and integrations for your enterprise. During the workshop we discuss business objectives, your enterprise architecture and tools, and solution requirements for ArcSight SOAR. The workshop identifies strategies and a roadmap for implementing advanced ArcSight SOAR capabilities that will increase efficiencies through orchestration and automation.

This 80-hour service provides the following:

- Identification of existing and desired security operations state.
- Discuss workflows and use cases for ArcSight SOAR.
- Discuss identification of the type of playbooks required for your organization.
- Discover and plan for system integrations and the level of automation appropriate for each playbook.
- Identification and planning of response activities for each playbook.
- Review of dashboard and reporting options and selections.
- Development of a prioritized ArcSight SOAR implementation and maturity roadmap.

Implementation and Deployment

The Implementation and Deployment service provides for the implementation of ArcSight SOAR capabilities within the ArcSight platform. Once the base functionality is enabled, this offering provides for the deployment, integration, and environmental tuning of select playbooks from the OpenText Marketplace. Once this core capability is deployed, knowledge transfer and enablement sessions are provided to help your organization continue to grow and refine your ArcSight SOAR deployment.

This 120-hour service provides the following:

- Implement and configure ArcSight SOAR features as an integrated part of the ArcSight platform.
- Deploy up to five of our existing Marketplace best practice playbooks.
- Customize and integrate the five deployed playbooks to your unique environment and tools.
- Provide up to 16 hours of knowledge transfer and SecOps ArcSight SOAR operational enablement.

Playbook Deployment and Tuning

The Playbook Deployment and Tuning service provides for the deployment, integration, and environmental tuning of select playbooks from the OpenText Marketplace.

This 80-hour service provides the following:

- Deploy up to five of our existing Marketplace best practice playbooks.
- Customize and integrate the five deployed playbooks to your unique environment and tools.

Playbook Custom Development

The Playbook Custom Development service provides for the development, deployment, integration, and environmental tuning of a custom playbook. This offering is intended to address the needs of clients with unique use cases or technologies that are not already addressed by the prebuilt playbooks available on OpenText Marketplace.

This 40-hour service provides the following:

- Development of one custom playbook integration.
- Deploy the newly developed playbook integration.
- Customize and integrate the newly deployed playbook to your unique environment and tools.
- Operational testing and playbook documentation.

Service Limitations

These service offerings are limited to implementation of ArcSight SOAR within your enterprise. The following activities are *not* included and will require other service offerings:

- Service is limited to current version product capabilities only; this service does not involve development or planning for new product features.
- Custom alerting source integration (e.g., ArcSight Flex Connectors).

The OpenText Professional Services Difference

OpenText provides unmatched capabilities. We offer a comprehensive set of consulting and implementation services. And our unique intellectual property will help you drive innovation through streamlined and efficient software delivery:

- Proven OpenText software solution implementation expertise.
- More than 20 years' experience helping large, complex, global organizations realize value from their OpenText software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Education and support services to ensure easy adoption.

Learn more at

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