# Impero Professional Services - Enterprise Package

With the purchase of a Impero Professional Services Enterprise Package, you will be assigned one of our expert consultants for support, planning and implementation delivery.

The first step is to appoint a project team, discuss objectives and agree on a project timeline. Impero will assign a primary project owner to facilitate your professional services engagement, with additional staff and resources added for teams with members in multiple time zones and geographies.

Impero professional service engagements are designed to last no more than five (5) business days and can be planned in one continuous engagement or divided into components and scheduled over the course of multiple weeks. Professional services can be delivered either on-site or remotely. On-site delivery is subject to additional travel costs.

**Why Impero Connect Professional Services?**

- Increase staff expertise
- Reduce implementation time
- Ensure data security & compliance
- Streamline support workflows
- Gain faster ROI
- Boost customer satisfaction

## The Impero Professional Services Enterprise Package includes

- Host installation and configuration
- Guest installation and configuration
- Introduction to the Impero Security Server as the central hub for managing access and providing support to networked devices
- Establish a disaster recovery policy for Impero Remote Control that fits your business environment
- Training and onboarding for administrators and support staff
- Address compliance concerns, including
  - GDPR
  - PCI DSS
  - HIPAA

Security Server implementation, including
- Creation of role-based access & security policies
- Management of firewall settings and policies
- Encryption settings and fault tolerant connectivity O Multi-factor authentication
- SQL and active directory configuration
- Data management & backup
- Configuration of secure tunnels into unattended or embedded devices
- Audit logs, recording files, and compliancy strategies

The Enterprise Package is designed to cover all the implementation needs of an enterprise scale deployment. Professional service offerings can be supplemented with additional professional services modules to accommodate different teams, geographies or specific implementation timelines and milestones.

Impero Software acquired Netop in February 2021. We're rebranding our software from Netop Remote Control to Impero Connect - new name, but same

For more info visit: https://www.imperosoftware.com/impero-connect/benefits/personalized-remote-support-software/