

CYBERHOUND PROFESSIONAL SERVICES

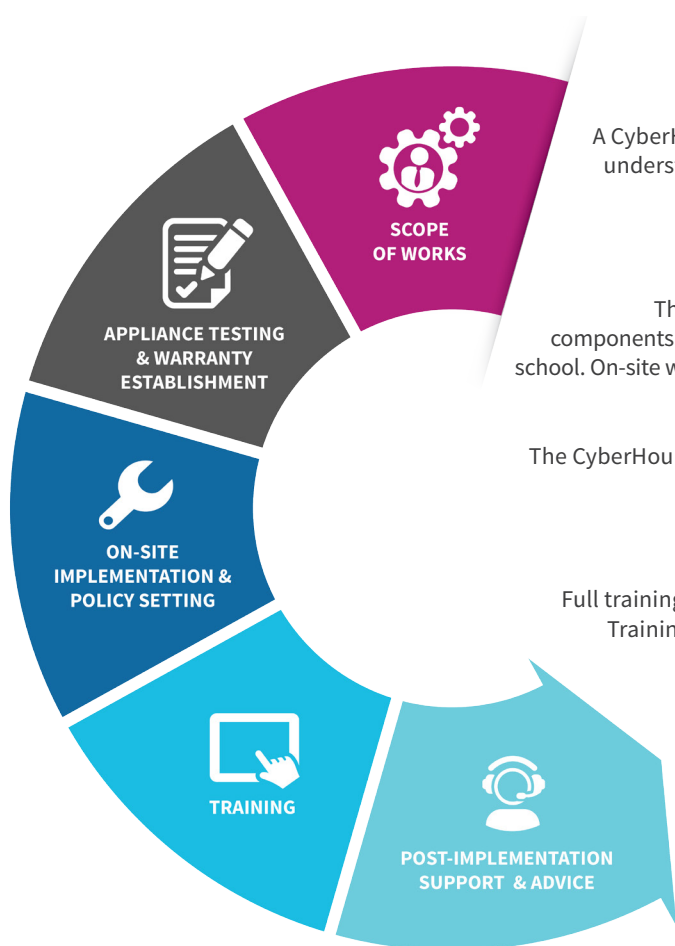


CYBERHOUND PROFESSIONAL SERVICES

CyberHound's Professional Services team has a wide range of experience in implementing and managing our solutions in schools across Australia and overseas. With over a thousand successful implementations, schools can rest assured that their implementation expert will guide them through every step of the way and ensure a positive experience for all users.

The implementation service has been developed over many years to ensure a smooth transition to the CyberHound service. Our 5 stage process provides complete peace of mind and immediate benefits for the school.

The 5 stage process delivers a best practice approach and ensures schools benefit from the latest features and experience of our technical experts – each of whom has many years experience in implementing our solution in schools.



Stage 1 – Scope of Work

A CyberHound consultant will contact the school's IT manager to gain a thorough understanding of the network and implementation requirements. This results in a formal Scope Of Work document that is signed off by the school.

Stage 2 – Appliance Testing and Warranty Establishment

The details from the Scope of Work define the appropriate hardware appliance components. Once this is configured it is fully tested and packaged before shipping to the school. On-site warranty services are put in place and support details provided to the school.

Stage 3 – On-site Implementation and Policy Setting

The CyberHound engineer will typically be on-site for 2 days to implement the solution. This includes any migration of policies and setting up of initial reporting.

Stage 4 – Training

Full training is provided for the on-site IT team during and after the implementation. Training is also recommended for school leaders and any teaching staff who are interested in the Behavioural Analytics and Classroom Controls.

Stage 5 – Post-implementation Support and Advice

All scoping documents and notes from the implementation are passed to the CyberHound Managed Services and Support team so they can provide immediate help and advice as required. Regular training and user group events are held for customers – some are held locally in each state.

The implementation process has been created to ensure the upgrade to a CyberHound solution is managed professionally and delivers immediate advantages to each school.

Professional services are available on an hourly or daily rate basis.

CyberHound also offers a fully managed service for customers.