

Installation, Configuration, Training and Support

Today more than ever, you need assurance that new software purchases will deliver the promised results. That's why Lieberman Software provides comprehensive professional services to accelerate the return on your software investment and maximize IT staff productivity.

Installation and Configuration Services

Installation and Configuration Services help assure that your new software delivers its full value and complies with deployment and configuration best practices for trouble-free operation.

- ▶ While you plan your deployment, we organize a pre-delivery meeting to confirm your installation goals and outline the resources required.
- ▶ During the planning process, Lieberman Software delivers pre-installation checklists to ensure that all the information needed for the deployment is ready before work begins.
- ▶ Following your completion of the pre-installation checklists, Lieberman Software organizes a remote meeting to review and confirm your choices.
- ▶ During the remote meeting, we conduct a pre-deployment architectural review to ensure that the plan meets your organization's scalability and continuity requirements at the lowest possible cost.
- ▶ At the conclusion of the review, Lieberman Software facilitates your sign-off and acceptance.
- ▶ Before installation begins, we help you document the duties of personnel who will administer the product and organize a review of the segregation of duties to assure best management practices.
- ▶ During your deployment, Lieberman Software provides your choice of onsite or remote installation assistance using our documented processes.
- ▶ After deployment, we facilitate an implementation test to validate the installation.

"THE SUPPORT AND TRAINING THAT I'VE RECEIVED FROM LIEBERMAN SOFTWARE, ALONG WITH THE FREQUENT PRODUCT UPDATES, IS DEFINITELY ABOVE AND BEYOND MY EXPECTATIONS."

**— DARREN ERUTTI
LAN ADMINISTRATOR
MITEK INC.**

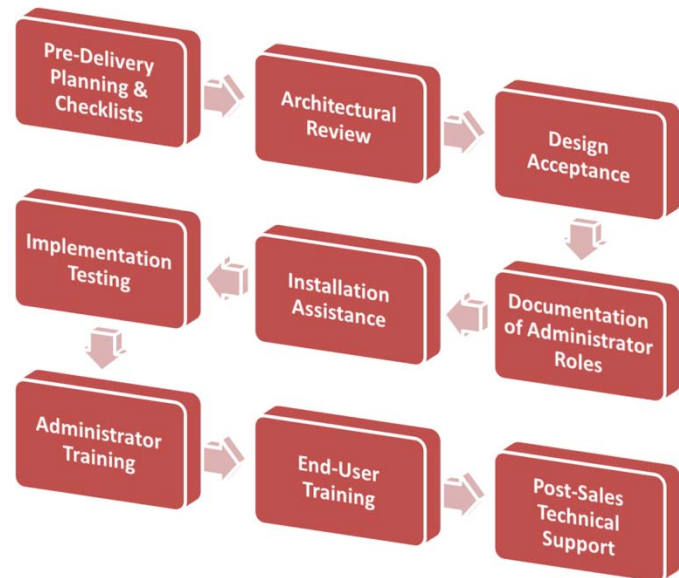
Training Services

After deployment and validation, Lieberman Software offers separate, hands-on training sessions for personnel who will use the product, and for the administrative staff who will manage it.

Administrator Training

During a training session designed for IT managers, Lieberman Software provides instruction to:

- ▶ Set up the products to work in concert with your identity access management framework.
- ▶ Configure users, roles, and password recovery rules.
- ▶ Proactively discover privileged accounts on services, tasks, and applications.
- ▶ Configure password change jobs.
- ▶ Access and customize audit compliance reports.
- ▶ Configure and validate backup and other maintenance processes.



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End-User Training

During the end-user training session Lieberman Software provides hands-on instruction to:

- ▶ Automate web-based password check-out and approvals processes.
- ▶ Access interactive reports of activity by user, system and account using the Web interface.

Support and Maintenance Program

Lieberman Software's Support and Maintenance Program combines unlimited technical support with future product upgrades. Benefits include:

- ▶ Priority 24 x 7 email support and live telephone support from Monday-Friday, 7AM-7PM PT from Lieberman Software's Microsoft certified support professionals. Support and Maintenance customers receive technical support as frequently as necessary, without per-incident charges.
- ▶ Access to online product documentation, an interactive customer forum, and training webinars.
- ▶ Immediate access to product updates and major upgrades without additional fees.

To Learn More

Contact Lieberman Software at **(800) 829-6263** or **sales@liebsoft.com** for more information.