



DATA SHEET

Professional Services Add-on Packages

INTRODUCTION

Introducing our selection of Professional Services Add-on packages, thoughtfully crafted to enhance the growth, adoption, and tailored application scenarios within your organization. These packages encompass the implementation of DEX Packs from the 1E Exchange, along with comprehensive support for custom Endpoint Automation Rules.

Our approach is modular, allowing you to choose the service level that precisely aligns with your organization's requirements. This empowers you to swiftly and effortlessly implement DEX Packs or Endpoint Automation Rules, ensuring you can reap the rewards of automation.

We provide four distinct packages: Small, Essential, Standard, and Premium. Each package includes a specific number of DEX Packs and Endpoint Automation Rules. Our packages follow a fixed-fee, fixed-deliverable model for automation implementation, allowing you to confidently anticipate the value you will receive.

With our experienced Professional Services team, we have a wealth of knowledge in deploying DEX Packs and Endpoint Automation Rules, dedicated to driving your success. These packages are designed to adapt to the unique requirements of your organization, and we are also equipped to offer supplementary services upon request.

Contact us today to delve into the details of our packages and explore how we can assist you in achieving your automation goals. Whether you seek operational streamlining, cost reduction, or improved compliance, our packages provide the ideal solution to propel you towards success.

WHAT IS A DEX PACK?

A DEX pack is a pre-built collection of automation workflows that can be imported into 1E's Platform to help organizations automate various IT tasks. These packs consist of ready-to-use instructions, scripts, and workflows designed to automate tasks such as software deployments, system updates, security checks, and more.

By leveraging DEX packs, organizations can save time and reduce errors by providing a standardized approach to IT automation. This is particularly beneficial for enterprises with large IT infrastructures.

1E's Exchange provides a library of DEX packs that customers can access and use as part of their IT automation strategy.

WHAT IS AN ENDPOINT AUTOMATION RULE?

An Endpoint Automation Rule is a custom set of instructions developed using the 1E Platform. It enables real-time management and automation of endpoints across an organization's entire IT infrastructure. These rules automate specific tasks or processes on endpoint devices, such as enforcing policies, performing software updates, and conducting security scans.

By customizing Endpoint Automation Rules, organizations can meet their unique needs and automate a wide range of tasks, from simple to complex. This automation helps organizations save time and resources, improve compliance, and increase productivity, allowing them to focus on more strategic initiatives.

BENEFITS

- **Streamline operations:** Automation can help organizations streamline operations by automating routine tasks, reducing manual effort, and freeing up staff time for more important tasks.
- **Reduce costs:** Automation can help organizations reduce costs by eliminating manual errors, reducing the need for staff to perform routine tasks, and improving overall efficiency.
- **Improve compliance:** Automation can help organizations improve compliance by ensuring that policies and procedures are consistently enforced across the organization, reducing the risk of non-compliance.
- **Increase productivity:** Automation can help organizations increase productivity by enabling staff to focus on more strategic initiatives and reducing the time and effort required to perform routine tasks.

OBJECTIVE

The objectives of these packages are to offer organizations a modular approach to automation implementation by leveraging DEX Packs and Endpoint Automation Rules. These packages are crafted to support organizational expansion, adoption, and custom use cases, while also providing a structured implementation framework with fixed fees and deliverables.

The packages aim to equip organizations with comprehensive resources for swift implementation, emphasizing value delivery and the attainment of automation objectives. They are adaptable to suit the unique needs of each organization, with the option to include additional services if desired.

In summary, these packages aim to empower organizations to unlock the advantages of automation, including streamlined operations, cost reduction, improved compliance, and heightened productivity.

KEY FEATURES

The key features of each package are similar, only varying in number of DEX Packs and Endpoint Automation rules that are delivered.

- **Gathering and analyzing requirements:** This feature involves working with the organization to understand their specific automation needs and developing a plan to meet those needs.
- **Configuring and testing DEX Packs:** This feature involves implementing and testing pre-built automation solutions from the 1E Exchange to meet the organization's specific needs.
- **Developing and testing Endpoint Automation Rules:** This feature involves creating custom automation rules using the 1E Platform to meet the organization's unique requirements.
- **Planning and scheduling implementation:** This feature involves developing a detailed plan for implementing the automation solutions and scheduling the implementation at a time that works best for the organization.
- **Implementing and configuring DEX Packs and Endpoint Automation Rules:** This feature involves deploying the automation solutions and configuring them to work within the organization's IT environment.
- **Performing user acceptance testing and validation:** This feature involves working with the organization to test and validate the automation solutions to ensure that they meet the organization's requirements.
- **Providing training and documentation:** This feature involves providing comprehensive training and documentation to ensure that staff can effectively use and maintain the automation solutions.
- **Conducting a post-implementation review:** This feature involves reviewing the implementation process and the effectiveness of the automation solutions to identify areas for improvement.

	SMALL PACKAGE	ESSENTIAL PACKAGE	STANDARD PACKAGE	PREMIUM PACKAGE
<p>DEX Pack Implementation</p> <p>This deliverable involves implementing a pre-built automation solution from the 1E Exchange to meet the organization's specific needs.</p>	1	UP TO 2	UP TO 5	UP TO 10
<p>Endpoint Automation Rule Implementation</p> <p>This deliverable involves creating a custom automation rule using the 1E Platform to meet the organization's unique requirements.</p>	1	UP TO 2	UP TO 5	UP TO 10
<p>Implementation Plan</p> <p>This deliverable involves developing a detailed plan for implementing the automation solutions and scheduling the implementation at a time that works best for the organization.</p>	1	1	1	1
<p>Post-Implementation Review</p> <p>This deliverable involves reviewing the implementation process and the effectiveness of the automation solutions to identify areas for improvement.</p>	1	1	1	1

It's important to note that these are the expected deliverables, and the specific deliverables for each package may vary based on the unique needs of the organization.

CONCLUSION

The Professional Services Add-on packages offer a modular approach to automation implementation, leveraging DEX Packs and Endpoint Automation Rules. We provide four fixed-fee packages tailored to the specific requirements of each organization.

Designed to expedite deployment, our packages encompass all necessary elements, with the flexibility to incorporate supplementary services as desired. Our adept Professional Services team is dedicated to supporting customers in realizing their automation objectives. To ensure sustained efficacy, we furnish thorough documentation and training for the ongoing triumph of custom instructions.

CUSTOMIZATION SUPPORTABILITY

Please be aware that once custom instructions are created as part of our Professional Services packages, it is the customer's responsibility to maintain and update them after sign-off. While we provide comprehensive documentation and training to empower our customers in managing and updating their custom instructions, it's essential to understand that IE Professional Services cannot be held accountable for any issues or errors that may arise from modifying or updating the instructions.

We strongly recommend that our customers establish a consistent process for the maintenance and updates of their custom instructions to ensure their continued functionality and desired outcomes. Our team is readily available to offer guidance and support as needed; however, the ongoing success of the implementation ultimately rests with the customer.

If you have any questions or concerns regarding this matter or would like to explore ongoing support options for your custom instructions, please don't hesitate to reach out to us.

The 1E platform empowers IT teams to enhance end user experience, strengthen security, minimize costs, and transform IT Operations from a cost center to a strategic enabler.

See what's to love about 1E in action – [book a demo.](#)



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