

SERVICE ADVANTAGES

- Validate purchase requirements and benefits
- Accelerate time-to-value
- Expedite product expertise and use
- Extend quality assurance; on-time and within budget
- Increase system / service resiliency and security
- Enhance deployment / release readiness
- Reduce outage liability, post-fix costs and brand reputation loss

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PROFESSIONAL SERVICES

With Codenomicon's premier consulting, testing and training services, customers can leverage the Codenomicon DEFENSICS test platform, tools and expertise to rapidly lower the risks and liabilities associated with service outages, published threats, zero-day exposures and failed audits.

Codenomicon Professional Services consultants are highly experienced in protocol testing methodology, security and quality assurance best practices. Their focus is to tailor projects to meet customer business, assurance and compliance requirements - delivered in a timely and cost-effective manner. They work closely with the customer to ensure success from installation to operation. These skilled professionals document and guide each deployment project through the planning, analysis and implementation phases. During each phase, the explicit goal is to transfer expert knowledge to the customer, to further empower the customer to meet test objectives, and to help ensure higher levels of release, deployment and security readiness.

Codenomicon makes it possible to obtain a full complement of customized courses and test extension services remotely or at a customer's location. The company can also provide on-demand test resources as well as fully support custom protocol testing initiatives. Our training, testing or validation service is accompanied by respective documentation designed to provide a continued source of information, reference and audit attestation.

Codenomicon DEFENSICS preemptive security and robustness testing solutions empower customers to mitigate unknown and published threats in products and services prior to release or deployment - before systems are exposed, outages occur and zero-day attacks are exploited.



CODENOMICON SERVICES

PROOF-OF-CONCEPT

Verify value of DEFENSICS as part of your quality and security assurance process.

This service enables clients to test their application, product or service against a set of defined protocol suites in order to gauge the effectiveness, operation and value of the Codenomicon solution. A defined statement-of-work provides a one or two-week process which yields a report that conveys the test target, protocols tested and test metrics; identifies anomalous or failure test cases and resolution data; as well as offers certificate of test services. The service not only presents findings but also provides a remote or onsite demonstration of the product during at least one of the test procedures. This not only validates target readiness, but validates the DEFENSICS value proposition against requirements. An optional POC re-test is available to verify resolution of a specific target test anomaly or failure within 90 days of test results.

QUICK START

Understand DEFENSICS theory of operation, best practices and proficiency.

This training program expedites knowledge transfer to your quality assurance and security analyst engineers regarding Codenomicon DEFENSICS operation and best practices. In addition, this course describes the theory of negative testing, a review of common target system failure, response flaws and security threats, how Codenomicon works, system installation, test configuration and execution, test case documentation, assessing test results, report review processes, integrating DEFENSICS within external test harnesses and development/deployment test processes, and system administration. Upon completion of the course, students will be able to proficiently implement and use Codenomicon DEFENSICS. This course is supplemented by use cases covering emerging IP-based protocols and robustness issues. Optional courses include trainer development and custom training to cover your specific test targets and protocols. Each student receives a copy of the courseware.

TRAINING

Accelerate your adoption and proficiency of DEFENSICS and supplement quality testing resources.

This service not only expedites your use of DEFENSICS and accelerates time to value, but also serves to supplement quality testing resources against defined target(s) and timeframe. A defined statement-of-work within a two-week time period offers 2 1/2 days of training as well as custom training against your designated protocols and test targets. In addition to training, the professional services team will also conduct tests against defined target(s) and protocols. Beyond knowledge transfer, the process yields a report that conveys the test target, protocols tested and test metrics; identifies anomalous or failure test cases and resolution data; as well as offers a certificate of test services. An optional target re-test is available to verify resolution of a specific target test anomaly or failure within 90 days of test results.

CUSTOM TEST SUPPORT

Facilitate use of Codenomicon DEFENSICS platform for testing unsupported or custom protocols.

This custom professional service integrates unique or customer-defined protocols within the Codenomicon DEFENSICS platform. A defined statement-of-work provides 1 week of on-demand custom protocol integration services within a defined period. The professional services team will conduct an inspection of your protocol(s) specification. Our team will develop appropriate use cases to be used to effectively test the protocol implementation. Upon development of the protocol scheme and pre-defined test cases, our team will evaluate the new test set against your targets that utilize said protocol(s). Our team will refine the implementation and make the new test set available on the DEFENSICS test platform. The initial development service and subsequent maintenance will depend on the scope of protocol specifications and preliminary test target.

MONITORING SERVICES

Supplement your quality testing resources when you need it.

This service provides on-demand testing engagements against your defined target(s) within a specified timeframe through scheduled on-site or remote testing services and expertise. The program enables you to cost-effectively schedule tests, test resources and expertise as needed in an annual term to specific test target(s) and test protocols. A defined statement-of-work provides 2 or 4 weeks of on-demand testing resources and services within a quarter or annual time period against your defined protocols and test targets. The professional services team will conduct an initial two-day on-site client/service preparation process as well as basic system setup and possible initial tests. The team can also be scheduled for an additional two-day on-site scheduled support visit. Clients schedule a minimum one month test horizon in each given test interval in which Codenomicon will test target(s) remotely or during an on-site visit. In addition, a Codenomicon test expert will be available to convey test result specifics regarding identified anomalies or faults to developers. Each test process yields a report that conveys the test target, protocols tested and test metrics; identifies anomalous or failure test cases and resolution data; as well as offers certificate of test services. Optional two-day, on-site expert help – or an additional week of remote testing, is also available.