Cylance Consulting is a professional services group of BlackBerry Corporation.

While implementing new security solutions can be exciting for a company, optimizing them for specific environments can put a stress on already limited IT resources. The need to protect, identify, and act on progressive threats can be challenging for even the most experienced security teams. Cylance Consulting’s proven methodologies ensure maximum value and security are achieved as quickly as possible with little to no disruption to systems or vital processes.

That’s where ThreatZERO Services can help. Cylance Consulting experts provide a refreshing mix of technological expertise and personalized white glove service to optimize CylancePROTECT® and CylanceOPTICS™ and move environments into prevention while providing measurable results of progress throughout the process.

Service Overview
Facilitated through a dedicated Engagement Manager, ThreatZERO Services provide a collaborative environment to assist clients in optimizing the installation, reviewing best practices, delivering training, supplementing internal resources, and receiving expert guidance in mitigating any risks that are identified. The phases of a ThreatZERO Services engagement include:

**CylancePROTECT**

**Kickoff**
- Overview of deployment schedule
- Discuss installation options/strategy
- Console training and setup
- Provision and configure disconnected options
- Review of best practices

**Phase 1**
- Consultants quarantine malware as alerts are generated
- Status meetings

**Phase 2**
- Consultants and the Threat Analysis team continue monitoring the console
- Status meetings

**Phase 3**
- Completion of agent scanning
- Completion of agent installation
- Console training and setup
- Provision and configure disconnected options
- Review of best practices

**Phase 4**
- Continue monitoring the console
- Memory alerts are reviewed
- Devices are moved to a memory block/terminate policy

At the conclusion of the engagement, clients are brought to a state of zero active threats and can move into a state of prevention.

**Benefits:**

**Complete Install and Configuration**
- Installation and configuration is facilitated by experts
- Internal resources are freed up to focus on other business priorities

**Internal Resource Training**
- Staff is trained to maintain prevention status and respond to threats using best practices

**Identification and Remediation of PUPs and Malware**
- Malware is quarantined
- Recommendations for managing potentially unwanted programs (PUPs) are provided
- Alerts are classified

**The Best Return on Investment**
- CylancePROTECT and CylanceOPTICS are optimized, increasing their efficacy in the environment
- ROI is increased and obtained faster by relying on experts to operationalize
- Prevention status is achieved quicker than with any other solution

ThreatZERO™ (Foundational)
Delivering Provable Prevention
CylanceOPTICS
• Console setup
• Build InstaQueries
• Configure rules and actions utilizing the Context Analysis Engine
• General best practice and interface navigation

ThreatZERO Services: What You Get

<table>
<thead>
<tr>
<th>Service Components</th>
<th>ThreatZERO (Foundational)</th>
<th>ThreatZERO Assurance</th>
<th>Managed Prevention</th>
<th>ThreatZERO Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legacy AV Rip and Replace</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full Auto-Quarantine</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expert Handling of all PUPs and Malware</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Memory Protection</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Script Control / Macro Protection Handling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best Practices Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remediation Based on Health Check Results</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recurring Solution Health and Status Metrics</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ongoing Care and Remediation of Issues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(New ThreatZERO Customers)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dedicated, On-site Engineer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incident Containment/ Malware Analysis</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
<td>Optional</td>
</tr>
</tbody>
</table>

ThreatZERO Add-ons

ThreatZERO Resident Expert
This low-cost solution provides a dedicated, on-site administrator to support unique security requirements and help shut down critical incidents in less time.

Managed Prevention
An ongoing care strategy that assesses and remediates issues, and ensures maximum security and continued return on investment.

ThreatZERO Assurance
Assists existing ThreatZERO clients in re-establishing their prevention status and maintaining that status moving forward through monthly/quarterly checks.

ThreatZERO Training Services
Learn to maintain ThreatZERO status and respond to threats in the environment utilizing best practices.

About Cylance Consulting

• World-renowned experts combine subject matter experts from different practice areas to deliver consistent, fast, and effective services around the world
• Incorporates artificial intelligence into tools and back end data analysis processes to more efficiently and effectively secure the environment and prevent attacks
• Utilizes multiple techniques to collect information, assess data, provide a risk profile, recommend actions, and highlight notable strengths for an organization
• Techniques are designed to not impact operations in any way
• Integrated practice areas: ThreatZERO™ Services, Incident Containment, and Compromise Assessments, Red Team Services, Industrial Control Systems Security, IoT and Embedded Systems, and Education

© 2019 Cylance Inc. Cylance Consulting is a professional services group of BlackBerry Corporation. Trademarks, including BLACKBERRY, EMBLEM Design, CYLANCE, and CYLANCEPROTECT are trademarks or registered trademarks of BlackBerry Limited, its affiliates, and/or subsidiaries, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.