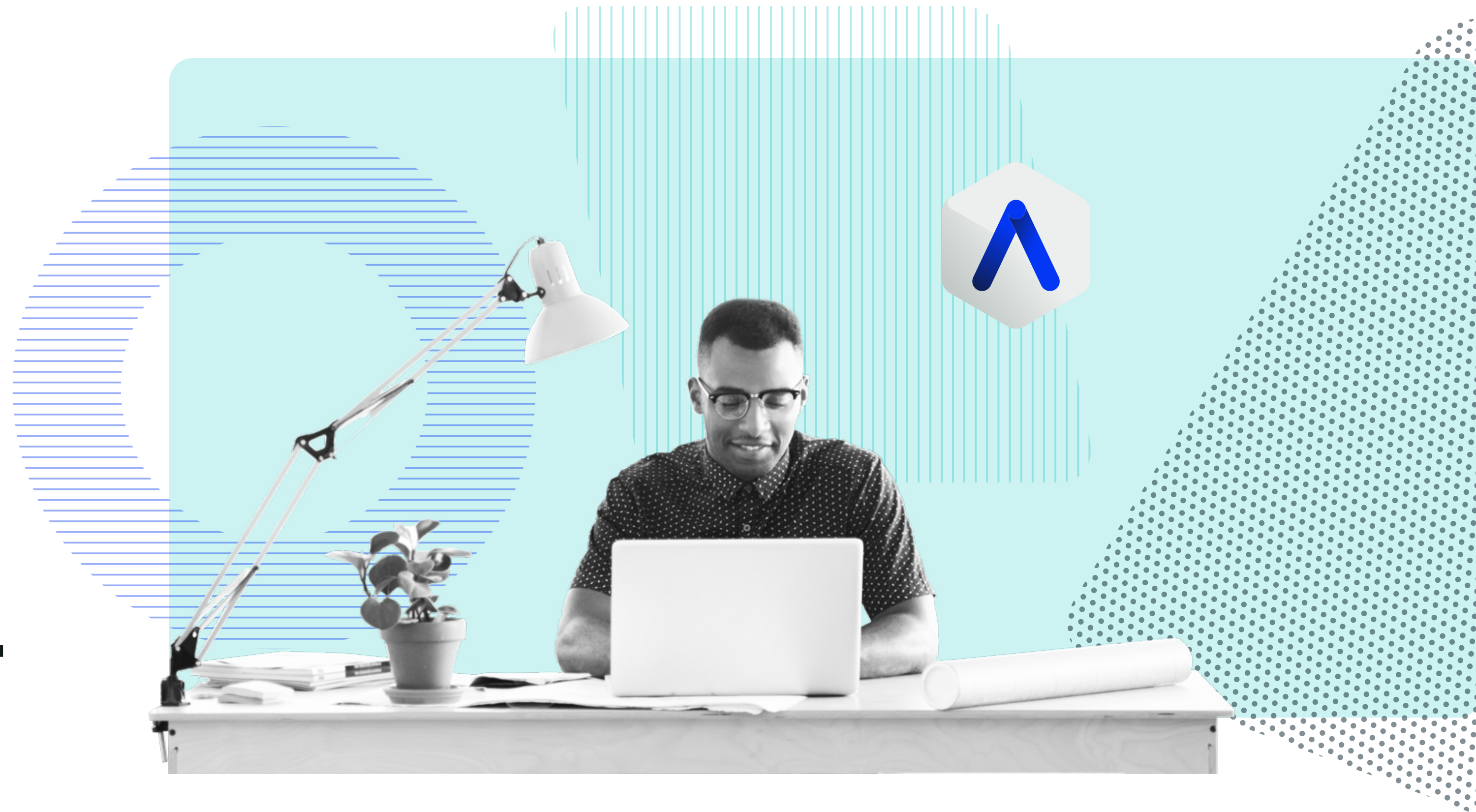# Absolute Manage for Secure Access

Managed Network Security and Access Services

Leveraging Absolute Manage for Secure Access, you gain a strategic partner dedicated to optimizing the performance, security, and management of your VPN/ZTNA/DEM/Biz App Performance ecosystem. Our team of experts ensures that your Secure Access environment is always reliable, secure, and aligned with your organization's objectives. This enables you to harness the full potential of Absolute Manage without the burden of day-to-day management and maintenance.

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Customized for Your Business Objectives and Environment

- Server Set up
- Upgrades
- Server migrations
- Device Authentication
- Policy Creation/Deployment
- Security settings
- Tool Integration (MDM etc.)
- Device testing
- Networking recommendations
- Best practices for large deployments
- Diagnostic tool use
- Reporting
- Log file collection
- Data extraction
- Dashboard Review

Service Details

The intent of this managed services offering is to provide a named level 2 Lead Technical Consultant who will manage the customer's Secure Access environment. This will enable your organization to reduce the MTTR (Mean Time To Repair) of issues related to the Absolute Secure Access software infrastructure. The named Technical Consultant will handle all Secure Access related issues by responding to all internal trouble ticket escalations concerning Secure Access. We continuously monitor the performance of your Secure Access environment, ensuring it operates at peak efficiency.

The named Technical Consultant will also serve as a liaison between your organization and the Absolute Software engineering and development team. Level 3 cases will be opened directly with Absolute Software development if deemed necessary. This resource will perform regular preventative maintenance tasks (care and feeding) as well as periodic monitoring of the Secure Access environment to ensure that the reliability is consistent with your organization's standards. Upgrades/server migrations will be performed in coordination with your organization's project schedules. The Technical Consultant will participate in team calls as requested by the customer and mutually agreed.

Our managed services reduce the need for dedicated in-house resources, leading to cost savings. We offer peace of mind knowing that your Secure Access environment is in capable hands, allowing you to focus on core business functions.

How to Get Started

To get started with Absolute Manage for Secure Access, reach out to your account executive to discuss how **Absolute's Professional Services** can help.

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Absolute Software makes security **work**. We empower mission-critical performance with advanced cyber resilience. Embedded in more than 600 million devices, our cyber resilience platform delivers endpoint-to-network access security coverage, ensures automated security compliance, and enables operational continuity. Nearly 21,000 global customers trust Absolute to protect enterprise assets, fortify security and business applications, and provide a frictionless, always-on user experience.

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