

Implementation Services



Today's IT demands more from us than legacy tools can deliver — which is why our team is here to help you gain fast, easy control over your operations. With Automox FastTrack, we use a virtual workshop approach to give you expert guidance and drive the best plan forward for your business.

The number of FastTrack workshops is determined by your level of expertise and your specific needs; however, we generally find that three to five workshops are best to propel you to radical efficiency. Here we've outlined a typical FastTrack implementation to give you a good idea of what's possible.

Kick-off call

- Conduct a discovery session to tailor FastTrack to your needs
- Share educational resources
- Discuss project scope and timelines

In-depth environment review

- Check the health of your Automox instance
- Review cloud architecture and design requirements
- Explore best practices regarding your firewalls and security
- Discuss API keys
- Discuss best practices and migration considerations moving from other patch solutions

Agent deployment

- Bring you the best possible options for automating agent deployment
- Assist with the rollout
- Provide a template of useful scripts covering a wide range of possible scenarios
- Bulk-deploy agent

Rapid creation of groups and policies

- Provide a simple/customizable API script to set up best practice groups and policies
- Help set up Automox Group hierarchy, and link patch policies in a matter of minutes
- Advise on the creation of customizations required
- Tie group/policy creation in with the Automox agent deployment to automate agent placement

Consultation and best practices

- Perform knowledge transfer of Automox best operational practices
- Configure and validate supported integrations
- Reboot management planning
- Consult with the implementation of best practices
- Share how to generate required reporting

Creating radical efficiency

- Education and best practices for Worklet creation
- Train on how to use APIs to trigger policies
- Review inventory view
- Share how to effectively use Activity Log to understand work performed
- Transfer knowledge of bulk actions for vulnerability remediation

Wrap-up

- Validate initial goals have been met
- Document any solution consulting needs going forward
- Transfer fully to the technical support team and Customer Success Manager



YOUR TEAM IS HERE TO HELP

IMPLEMENTATION TEAM	
Professional Services Project Manager	Your Project Manager will oversee your deployment timelines, milestones, and tasks, and is your contact for project scheduling and updates.
Professional Services Solutions Consultant	Your Solutions Consultant is your technical point of contact during the implementation process. They will implement Automox with you and provide tailored best practices and recommendations to get you started.
ONGOING SUCCESS TEAM	
Customer Success Manager	Your Customer Success Manager is your primary point of contact for all non-technical support communications and requests from the time of initial onboarding.
Customer Success Engineer	Your Customer Success Engineer will introduce you to new functionality and provide technical recommendations to support your unique use of Automox.
Solutions Consultant	Additional solutions support is available as an optional paid service for needs outside your standard ongoing support.
Customer Support Champions	Our in-house support team can be contacted through the Support Portal for fast and knowledgeable product technical support.
MORE RESOURCES	
Help Center	Access support articles and knowledge base
Getting Started	Read and learn from user guides
Community Forum	Get Automox information, product announcements, and engage with your fellow Automox users

