

Dragos Field Operations

Deploy Faster. Protect Sooner.

Cyber protection is critical for operational technology (OT). The sooner you can protect your OT environments, the sooner you can reduce the chance of a cyber incident affecting your critical operations. But let's face it, deploying new cybersecurity technology across an OT network can be a challenge. Planning, communicating with target sites, working with different organizations, and understanding new tools take time. Most importantly, OT environments have exacting availability and uptime requirements, with strict procedures and maintenance windows.

Dragos Field Operations is here to help. As part of the Dragos Customer Experience team, Field Operations helps to deploy Dragos Platform Sensors, SiteStores, and CentralStores that protect your operational technology environment. We provide advanced technical resources with our networking knowledge, OT security experience, and Dragos Platform expertise – all to enable efficient and effective deployment. We've developed the processes, tools, and checklists to understand key dependencies, remove the roadblocks, and streamline the path to success, including a seamless hand-off to your Dragos Technical Account Manager (TAM).



Hardware & Virtual Appliance Configuration

Our appliances or your servers, we configure the hardware to get ready for deployment into the OT environment.



Deploy Your Environment

Conduct installation, configure networking, and pair sensors, SiteStores & CentralStores. This includes key validation and Dragos Platform tuning.



Assist with Integrations to Key Infrastructure

The Dragos Platform connects to your broader IT security infrastructure tools – SIEM, firewalls, endpoint & service management - to simplify management and streamline an effective OT cyber defense.

DRAGOS CUSTOMER SUCCESS –A FOCUS ON EFFECTIVE USE

- **Solution Architects** work to help understand key issues, plan outcomes & design your solution.
- **Field Operations** help you to plan, configure & deploy the Dragos Platform.
- **Technical Account Managers** assist in tuning and learning key platform use cases.
- **Technical Support** helps you troubleshoot and resolve any issues.

Dragos Field Operations Focus on Operationalization

Dragos Customer Experience teams are dedicated to fostering and maintaining an ongoing working relationship with each client which begins at deployment and persists after implementation. Our focus is on helping customers effectively adopt and use the Dragos Platform to maximize protection.

As part of customer success, Dragos Field Operations is available and ready to provide both remote and on-site deployment services. We work with clients to understand all operational requirements and timelines, while ensuring efficiency and effectiveness, so you can begin to realize the value of the Dragos Platform as quickly as possible. A member of the Field Operations team is assigned to your specific deployment and works with you to provide the following services.

FIELD OPERATIONS KEY CAPABILITIES	
Deployment Plans	Create an individual deployment plan, accounting for hardware lead times, deployment location details, customer requirements and scheduling, and any on-site visit requirements, if required.
Hardware Appliances	Configure the Dragos appliances, including out-of-band and lights out management.
Virtual Appliances	Validate hardware, load VA software, assist with networking configuration and VSwitch (VMware) configurations.
Health Checks	Validate to ensure all Dragos system components are configured and performing as intended.
Connecting the Dragos Platform Components	Configure network parameters and pairing among sensors, SiteStores, and CentralStores.
Connecting to OT Watch and Neighborhood Keeper	Dragos provides optional services external to your OT environment. We'll help you connect your environment to Dragos OT Watch for threat hunting and critical escalations and/or to Neighborhood Keeper, our anonymous collective intelligence network.
Initial Dragos Platform Tuning	Demonstrate the Dragos Platform tuning capabilities by applying preliminary tuning rules.
Integrations with Your IT Security Infrastructure	Aid in configuring Dragos Platform integrations with your email and syslog systems as well as key security infrastructure partners including Splunk, CrowdStrike, Palo Alto Networks, Cisco, Fortinet, CheckPoint, and ServiceNow.
Hand-off to Dragos Technical Account Manager (TAM)	The hand-off process includes transition from Field Operations deployment to TAM-assisted operationalization to ensure a smooth and fast path to attaining value from your platform investment.



About Dragos, Inc.

Dragos, Inc. has a global mission to safeguard civilization from those trying to disrupt the industrial infrastructure we depend on every day. Dragos is privately held and headquartered in the Washington, DC area with regional presence around the world, including Canada, Australia, New Zealand, Europe, and the Middle East.

Learn more about our technology, services, and threat intelligence offerings:

- Request a Demo
- Contact Us