



EXPERT
SERVICES

syslog-ng Log Management Foundation Services

Hit the ground running with foundation services

Whether you need expert assistance or your IT staff just don't have enough hours in the day, you can leverage a One Identity Services (OIS) expert to help your organization set up and configure syslog-ng.

When you bring in an OIS expert, you get:

- Accelerated time to value with guided setup
- Assured that you benefit from proper baseline configuration
- Field-tested best practices guided

Key Services Features

- Initial configuration and set up
- Go-live readiness
- Expert training and guidance
- Documentation of the built system

[Get Started](#)

Overview

syslog-ng Log Management Foundation Services includes a five-day engagement during which an OIS expert introduces the basics of your syslog-ng solution and prepares your team to fully leverage its capabilities. Our OIS expert begins with assessment and configuration, then helps your team set up target assets (a maximum of five targets).

Activities

The planned activities include:

Project Initiation

- Review of business and technical requirements
- Overview of Log Management capabilities

Configuration

- Basic configuration (network, SMTP, NTP, SNMP, syslog, system backup and archive)
- User management and authentication (SSB only)

“We rely on the excellent advice from One Identity Services. At any time over the past nine years, I’ve been able to ring my account manager and organise a meeting to discuss our needs, come up with a creative solution, and put that into practice.”

Anders Kok
Service Delivery Manager
[Transavia](#)

Setup

- Standalone setup
- High-Availability or Load-Balanced cluster setup (SSB only)
- Integrating light devices and applications
- Up to five (5) light device type
- Up to five (5) heavy device type
- Up to three (3) application log type

Knowledge Transfer

- Log Management architecture
- Operation, maintenance, basic troubleshooting and upgrade
- Review of the collected log data
- User and rights management (SSB only)
- Indexing search (SSB only)
- Transfer of basic competences and best practices on autonomous deployment for the remaining log sources

Assumptions & Prerequisites

- Customer is responsible for additional target assets and associated accounts
- All syslog-ng management appliances are installed and powered on prior to the beginning of the engagement
- The activities will be performed between 8 a.m. and 5 p.m. (local time), Monday through Friday, excluding holidays
- Customer must commit the appropriate technical resource(s) to assist the OIS expert as required to complete the activities and deliverables
- Customer will provide adequate and appropriate access to servers, systems and data as required

- A checklist of these requirements will be provided by syslog-ng
- Customer will identify a single point of contact to ensure that all post-engagement tasks are completed within the specified time

Limitations

This offering does not include:

- Customizations to the UI or other components
- Architecture, design or custom integrations with other applications

Special Notes

The duration of this service may vary based on many factors, including, but not limited to, the complexity of the environment. The information above is a general description of professional services that OIS may provide during the services engagement. The actual services to be provided during your engagement will be specified.

Get Started

To start your professional services engagement today, complete the [OIS contact form](#).

About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential – unimpeded by security, yet safeguarded against threats. Learn more at [OneIdentity.com](https://www.oneidentity.com)