



Professional Services for Managed Service Providers

Deploying Bitdefender protection to multiple customer sites in a short period of time can be a challenge, especially for MSP teams that are already overstretched.

Bitdefender Professional Services for MSPs help service providers ensure rapid deployment and correct configuration from the start while reducing the workload of internal teams. Our experts provide quality service delivery and architecture guidance along this process.

Services Overview

Bitdefender provides services that plan, design the deployment and enable the customer's IT team to manage the GravityZone solution. Experienced Bitdefender engineers can help customers quickly and reliably get Bitdefender GravityZone up and running by remotely installing, configuring and integrating GravityZone into the customer's environment.

This Professional Services offering is designed for customers with specific requirements where a Bitdefender Professional Services engineer works together with the Customer to create an infrastructure capable of hosting the Bitdefender GravityZone solution.

Assessment, Plan and Design

This phase involves assigning project contacts and establishing project duration, communication channels and availability, as well as technical assessment and infrastructure baseline setup, plan and design report delivery.

Plan and Design Package is divided into:

- Assessment and acceptance criteria phase
- Plan and design phase

