



Cheops Technology nv
Antwerp
Business Park Gate 7
Prins Boudewijnlaan 7B
2550 Kontich – Belgium

T +32 3 880 23 00
info@cheops.com
www.cheops.com

BE 0438.846.311
RPR Antwerpen

service

Lansweeper Concierge

Brussels
Leonardo Da Vincilaan 1
1935 Zaventem – Belgium
T +32 2 486 13 00

Ghent
MeetDistrict
Ghelamco Arena
Ottergemsesteenweg-Zuid
808 B - box 300

1 Introduction

1.1 Cheops vision

Today your IT approach and infrastructure are a critical success factor in achieving your business objectives. This infrastructure – or parts of it – should be expanded or replaced regularly. Deciding on the IT partner to implement changes therefore depends on a number of criteria: advice, experience, approach, price and quality.

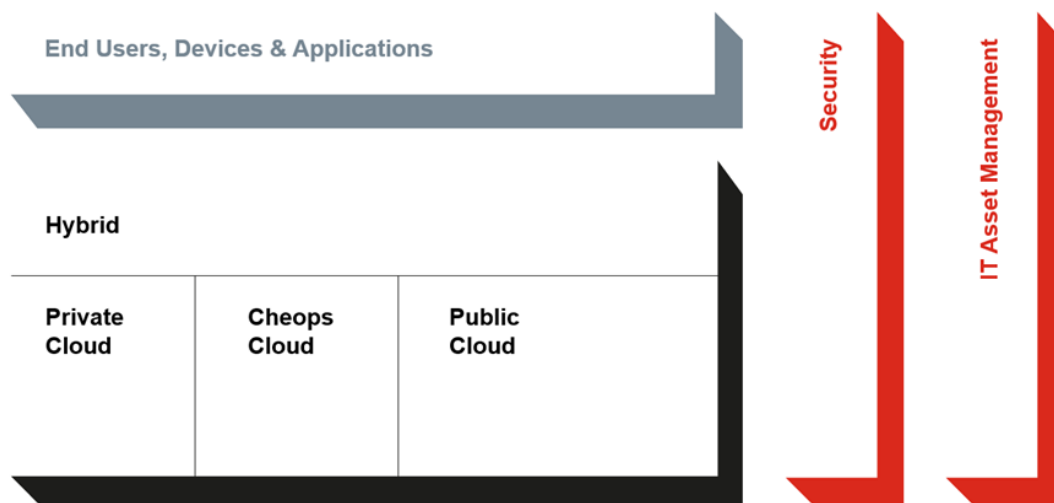
Irrespective of which part of your IT infrastructure needs attention, you can contact Cheops for specialist advice and implementation. Especially if you are aiming for a lower TCO with greater flexibility, greater efficiency and better availability. Devices, licenses, servers, software, storage, backup, UPS, connectivity, security, virtualization, migration, business continuity, etc. hold few secrets for us. IT infrastructure and service have been our natural habitat since 1989.

Key elements of Cheops solution:

- ✓ Experience with IT and infrastructure since 1989
- ✓ IT projects viewed from business perspective
- ✓ Professional project approach
- ✓ Leading player with 400+ staff

1.2 IT Asset Management in a Hybrid Infrastructure

Managing IT assets in today's dynamic, hybrid environments is a growing challenge for many businesses. In parallel with our security services, we believe that your IT Asset Management processes and efforts should cover the full length of your IT infrastructure including end-users, devices, software application and the full hybrid cloud. Adopting a hybrid approach to ITAM consolidates visibility across your entire organization. With a better view of the business' assets, you can visualize the milestones within an asset's life cycle and make more informed decisions regarding services and purchases



1.3 Optimize your Lansweeper implementation with our white-glove, managed service

Lansweeper Concierge is a white-glove managed service delivered by Cheops, a Lansweeper Strategic Partner and leading provider of IT & Business Technology Services. The service is designed to meet the needs of Enterprise customers interested in deploying Lansweeper's groundbreaking technology asset intelligence platform. Working together in a collaborative engagement, Lansweeper and Cheops ensure that you benefit from a robust implementation of Lansweeper, along with premium support from our Customer Success experts.

As part of the Lansweeper Concierge service offering, Lansweeper and Cheops will leverage mutual best practices to design and architect a custom solution built to meet your organization's specific needs. Lansweeper's Customer Success will work side-by-side with Cheops to deliver guidance and support throughout the entire process – from project preparation to requirements gathering and installation. Once implementation is complete, Lansweeper will continue to provide ongoing support to ensure you derive maximum value from the Lansweeper platform over time.



2 Lansweeper Concierge Services

2.1 Benefits of Lansweeper Concierge

As an Enterprise customer, you benefit from:

- The vast experience of Cheops and its 350+ IT experts who know the Lansweeper platform in and out
- A custom-built Lansweeper implementation designed to meet your business's unique needs
- Priority access to Lansweeper's Customer Success team before, during and after implementation
- Thorough testing and validation prior to implementation
- Guided installation and provisioning to ensure optimal setup
- Customized documentation and training

2.2 Seamless Implementation and Ongoing Support

Lansweeper Concierge is delivered in four phases:

1. **Kick-off:** Cheops will work with you to define your objectives and desired outcomes and establish key measurements for success. This process involves discussions with key stakeholders, as we collect information about your organization, and goals and objectives, so we can begin project planning.
2. **Architect:** During this phase, Cheops will define the architectural requirements, dependencies and options, and create the initial design. Once the design is validated, they will work closely with you to agree upon the final architecture.
3. **Installation:** This phase entails provisioning the Lansweeper software and license key, installing and configuring the SQL database, and installing the Lansweeper platform. You may also choose to have Cheops install and configure additional scanning servers and LS agents. Finally, Cheops will configure the complete scanning setup to ensure optimal data collection, as well as set up Lansweeper Cloud.
4. **Adoption:** Our goal is to provide you with all the tools and resources you need to manage Lansweeper on your own, following implementation. During the Adoption phase, the Lansweeper Customer Success Team will work together with your team to provide you with comprehensive documentation, and training on specific roles and use cases. We will also review and measure success on an ongoing basis.

2.3 Flexible Purchasing Options with Cheops

Depending on your needs, there are two flavors for Lansweeper Concierge from Cheops: Premium and Premium Extended.

Cheops - Lansweeper Concierge Service Offering		
	Premium	Premium Extended
Kick-off		
Kick-off Meeting	Mandatory	Mandatory
Questionnaire Network topology	Mandatory	Mandatory
Project Plan & Design Set Up	√	√
Validation Lansweeper Design	Mandatory	Mandatory
Architect		
Requirements for SQL Server, Web Server, Scan Server(s)	√	√
Prepare Scanning Credentials	√	√
Firewall/Network configuration	√	√
Acceptance Test	Optional	Optional
Set Up Review & Approval	Mandatory	Mandatory
Installation		
Software & license key provisioning	√	√
Installation/configuration Lansweeper SQL Database	√	√
Installation Lansweeper Web App	√	√
Installation Central Lansweeper Scanning Server(s) - 3 are included	√	√
First Run (set targets) / LsAgent	√	√
Configuring Scanning Options	√	√

Installation Extra Scanning Servers (max 4)		
Meeting with Local Stakeholders		Mandatory
VM Preparation for Scanning Server		√
Preparation Scanning Credentials		√
Configuration Firewall / Network		√
Software & License Key provisioning		√
Installation Lansweeper Scanning Servers		√
Set Targets / LsAgent		√
Adoption		
Set-up Technical Documentation	√	√
Lansweeper User Training	Optional	Optional
Dashboard Configuration	Optional	Optional
Tailormade Reporting Configuration	Optional	Optional
Estimated Price Excl VAT*	€10.000	€ 12.500

To get started, fill out this [form](#), and one of our sales representatives will contact you.