

# MFA Managed Services

## Offload Operations and Improve Maturity with Managed MFA Services.

While Multi Factor Authentication (MFA) is a critical aspect of access-based security for any organization, it requires an active hands-on approach to onboard new resources, perform maintenance of assets, and regularly monitor the health and configuration integrity of vendor products. Novacoast's MFA Managed Services acts as an extension of your team, cooperatively managing your MFA environment, leveraging accepted industry best practices as well as learned expertise to provide support in administration and engineering and ensure your MFA solution is performing as needed to keep your users authenticating and systems secure.



### Administration & Operations

Our **Level 1 Administration Support** helps supplement the daily administration and operational task load of your MFA Solution, and provides the following services:

- ✓ **Onboarding Support.** Based on your requirements, we will handle onboarding requests and assists in expanding the MFA scope within the your environment. Our MFA team can integrate into your existing workflow, helping to support the onboarding of new methods and new users with minimal intrusion or disruption of business.
- ✓ **Move/Add/Change Support.** In addition to onboarding, we provide level 2 direct user support of access issues and problems.
- ✓ **Weekly Automation Health Checks.** Our system administrators will perform a thorough check of the your check and change operations in an attempt to detect potential issues and to assess efficiency. Remediation will be handled by our team if in our scope, or escalated to the appropriate team.



### Maturity & Optimization

Our **Level 2 Engineering Support** maximizes the effectiveness of your MFA solution by adding maturity & optimization efforts. We provide expertise to improve implementation, configuration, & operation, providing the following services:

- ✓ **Patching Support.** Our MFA engineers will test patches in an isolated lab environment that best simulates the use cases of your environment. Once the patching process, timing, and methodology, has been confirmed, we will assist your team in patching of non-production environments. New features and function that may impact the environment will be highlighted and emphasized. Our engineers will coordinate to provide direct support during patching operations.
- ✓ **Scripting and Advanced Feature Support.** If advanced or custom scripting is required to utilize the your MFA solution, or to take advantage of new features of the product(s), our engineers are available to provide support and guidance.
- ✓ **Quarterly Health Checks.** Our engineers will perform a thorough health check of your MFA system in an attempt to identify potential issues and to assess capacity and architecture.
- ✓ **Problem Resolution.** Our engineers are available to consult on MFA products and provide expertise in helping resolve any issue experienced in usage of the MFA environment.



### Advisory Services

With decades of experience in building and maturing security and identity programs, our team of skilled practitioners can help create roadmaps to continually improve and fine tune your PAM solution, providing guidance and best practices. **Our Advisory Services will provide the following:**

- ✓ **Program Improvement Assistance: Expertise, Planning, & Direction**
- ✓ **Review and Revise Program Roadmaps**
- ✓ **Define broader Business Outcomes & Use Cases**
- ✓ **Continually Improve Solution per Customer/Advisory Output**

Get in Contact with our MFA Experts Today: [info@novacoast.com](mailto:info@novacoast.com)

Learn more: [www.novacoast.com](http://www.novacoast.com)

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