

Designated Engineer Service



Dedicated Expertise for Seamless Integration and Operational Excellence

Nozomi Networks' Designated Engineer (DE) Service delivers comprehensive, personalized support tailored to your organization's unique needs. Acting as an extension of your team, your dedicated engineer provides ongoing operational support, advanced technical expertise, and strategic guidance to ensure your OT/IoT security solution performs at its best.

Empower your team with a trusted advisor who:

- Provides continuous operational support and becomes an integral part of your team
- Trains and educates staff while sharing best practices
- Captures technical requirements and translates them into actionable feature requests
- Offers subject matter expertise and advanced technical insight
- Conducts technical health checks and visibility assessments
- Assists in deployment activities and architecture planning
- Leads troubleshooting, tuning, and noise reduction efforts
- Interfaces with technical SMEs in complex environments
- Supports alert analysis, detection discussions, and investigations

Key Benefits



Proactive Optimization

Regular reviews and recommendations to enhance performance and security posture.



Faster Issue Resolution

Direct access to a knowledgeable resource who understands your environment



Strategic Partnership

Ongoing collaboration to align your deployment with evolving business and security needs.

Empower Your Team With a Nozomi Networks Designated Engineer

Flexible Engagement

The Designated Engineer Service is available in two different levels of effort per week with a minimum one-year contract. You can choose a service cadence that fits your needs—ranging from a Part-time Engineer up to **8 hours per week** or a full-time Designated Engineer up to **40 hours per week**.

How It Works

1. Purchase your chosen DE Service bundle(s)
2. Work with your designated engineer to select activities
3. Receive expert service tailored to your needs

Explore Other Professional Services



Fast Track

Ensure you're up and running as quickly as possible with smooth deployment guidance and employee training.



Optimization

A post-deployment service that helps you fine-tune and evolve your solution's performance and security posture.



Health Check

A post-deployment service that ensures your solution is optimized, secure, and aligned with best practices.

Let's Get Started

For more information on Nozomi Networks Professional Services, contact us or reach out to your local Nozomi Networks representative.

[Learn More](#)

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Nozomi Networks protects the world's critical infrastructure from cyber threats. Our platform uniquely combines network and endpoint visibility, threat detection, and AI-powered analysis for faster, more effective incident response. Customers rely on us to minimize risk and complexity while maximizing operational resilience.

