

## Summary of Services

# RKON Netskope Managed Services

**RKON is your trusted partner for end-to-end management of Netskope's SASE platform—from tenant to behavior analytics. With RKON's cybersecurity and cloud infrastructure expertise, you get effortless deployment, proactive threat protection, continuous monitoring, and 24/7 support. RKON ensures your environment stays secure and compliant — delivering maximum SASE value without the overhead.**

## Tenant Management

- Monitors SCIM integration, facilitates rotations, etc.
- Handles real-time policy updates: SWG, NPA, CFW, DNS, DLP, steering, client configuration, etc.
- Reviews new Netskope features and provides health & usage reports with on-demand troubleshooting

## Netskope Private Access

- Oversees monthly publisher updates/status monitoring
- Provides immediate notification during disconnect events
- Maintains proper app tagging

## Netskope BWAN L3

- Monitors gateway connectivity, appX rules, client policy, and path performance
- Modifies firewall policies, VLANs, interfaces, etc.
- Proactively addresses VPN tunnel outages, escalated via RKON NOC

## User and Entity Behaviour Analytics (UEBA)

- Collaborates on improving user behavior scores
- Provides weekly reports on unidentified app traffic and onboarding insights
- Manages DNS protection, enabling domain/category adjustments and alert feeds

## RKON Premium Support

- **25+ years of IT experience**
- **24/7 premium support** across all licensed Netskope products
- Direct, back-channel access to Netskope specialists for expedited escalations
- Priority resolution, expert configuration guidance, and seamless coordination with Netskope support
- Global access to accredited security professionals



## Secure Web Gateway

- Tags applications as sanctioned/unsanctioned and provisions instances on request

## Data Loss Prevention

- Customizes DLP rules, adjusts configurations, and imports fingerprint policies
- Focuses on false-positive optimization