

Seemplicity Resident Engineer

A dedicated, integrated member of your team.

SOLUTION BRIEF

Elevate your remediation operations program with Seemplicity's Resident Engineer services. Our REs are a dedicated resource, delivering hands-on support and tailored expertise to streamline vulnerability management and remediation efforts across your organization. Acting as an extension of your team, each Seemplicity RE brings deep knowledge and operational insight to help you fully leverage the Seemplicity platform.

A Seemplicity Resident Engineer empowers you to maximize your investment in Seemplicity's Remediation Operations (RemOps) platform. Fully integrated within your team, they bring specialized expertise to optimize vulnerability workflows and align solutions with your organization's unique requirements, effectively reducing risk. With priority access to Seemplicity's product and support teams, they ensure seamless integrations and prioritized results. Key benefits include:

EXPERTISE ON DEMAND

Our Resident Engineers bring extensive technical expertise and industry knowledge, providing your team with high-level guidance and hands-on support.

TAILORED, ONGOING SUPPORT

The RE provides continuous support, training, and project oversight, helping your team achieve best practices and maintain peak performance with the Seemplicity platform.

SEAMLESS TEAM AUGMENTATION

Working directly with your team, the RE handles crucial tasks such as data validation, field mapping, and permission management, alleviating operational burdens.

ELEVATE OPERATIONAL EFFICIENCY

Streamline vulnerability remediation processes and improve response times, minimizing risk with a structured, methodical approach to vulnerability management.

Seemplicity's Resident Engineer services provide continuous support and stability for your remediation management operations. This dedicated approach delivers sustained expertise, ensuring that your team benefits from streamlined processes and long-term optimization. Key responsibilities handled by the RE include:



Consult and Advise

Serve as the primary resource for all Seemplicity-related tasks, guiding your team through best practices for vulnerability and remediation operations, and offering customized recommendations aligned with your operational needs.



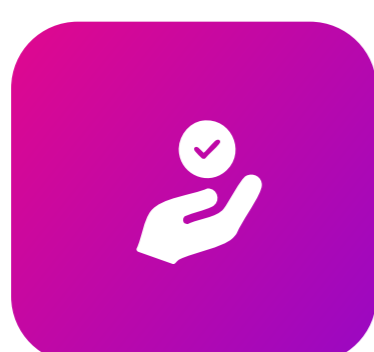
Plan and Implement

Collaborate on planning, configuration, and deployment strategies to ensure Seemplicity solutions fit seamlessly within your infrastructure. Assist in testing and validating new features for smooth integration.



Optimize and Maintain

Regularly assess and fine-tune Seemplicity configurations, updating workflows and ensuring data integration meets evolving security needs. Manage licenses, feature requests, and roadmap planning to align with Seemplicity's latest advancements.



Escalate and Resolve

Act as the point of contact for escalation, partnering with Seemplicity support and product teams to address technical issues promptly. Provide targeted troubleshooting for uninterrupted operations and custom integrations.



Educate and Empower

Lead knowledge transfer sessions for your team, offering training and operational guidance to maximize platform use. Provide ongoing education on leveraging support resources and the Seemplicity knowledge base for self-service solutions.



For more information about **Seemplicity's Resident Engineer Program** and other Professional Services, please contact us.

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