

RedTail Consulting

RedTail CyberArk Managed Service

Service Definition – One Page Overview

Service overview

RedTail CyberArk Managed Service provides full operational management of CyberArk Privilege Cloud on behalf of the customer. The service is suited to organisations seeking to outsource day-to-day platform operation while maintaining governance oversight.

Scope of service

The service includes continuous monitoring, incident response, configuration and policy management, account onboarding, maintenance activities, reporting, and coordination with CyberArk Support.

Onboarding and offboarding

Onboarding establishes operational baselines, access controls, and service processes. Offboarding includes controlled service handover and access removal in line with customer requirements.

Service levels

Availability, response times, and support coverage are agreed during onboarding and aligned to customer requirements and CyberArk SaaS service commitments.

Resilience and continuity

CyberArk Privilege Cloud provides platform-level resilience, backup, and disaster recovery in line with CyberArk's published business continuity and disaster recovery policies.

Security and governance

Security is enforced through CyberArk platform controls and RedTail's managed service processes, including monitoring, access control, change management, and incident handling.

Pricing

Pricing is based on an annual managed service fee and is confirmed following discovery, reflecting platform scope, user volumes, and operational complexity.