SCEPMAN ENTERPRISE
FEATURES AND SUPPORT

Version: 30.09.2020

Glück & Kanja Consulting AG
Kaiserstraße 39
63065 Offenbach
GERMANY

Glueck & Kanja Consulting AG, Kaiserstrasse 39, D-63065 Offenbach am Main, Germany
HRB 12381 Offenbach am Main, VAT ID DE 221794195
Board: Michael Breither, Christoph Fausak, Harald Glueck, Christian Kanja, Felix Storm
Chairman of the Board: Stefan Fritz

1 INDEX

2 SCOPE

This document describes features and support for SCEPman Enterprise from Glück & Kanja. It is valid for active and paid subscriptions only.

3 FEATURES

Description	Glück & Kanja SCEPman offers lean certificate authority services in the cloud. When you need certificates to authenticate against VPN or WiFi (and other) services in a modern workplace scenario, SCEPman can help. Intune-managed clients can acquire certificates from SCEPman by using the SCEP protocol. SCEPman is not a 'software-as-a-service' provided by Glück & Kanja, but an Azure Marketplace solution installed into the customer's own Azure tenant. With SCEPman a certificate authority certificate is placed into a customer's Azure Key Vault. The SCEPman solution will then use this certificate to sign all certificates enrolled during an Intune assigned SCEP policy. Certificates issued by SCEPman must not be used for file or e-mail encryption purposes.
Benefits	» Seamless "built-in" Certificate-Authentication in a modern workplace scenario » Authentication at the machine level (before user authenticates), which is very important in many cloud-only scenarios. » Effortless configuration, yet full control over the certificates » Automatic revocation of certificates for retired devices – just remove the device from AAD » No hassle with certificate management » Support for all platforms available in Intune » No risk of architecture changes that exists with Intune predeployed certificates » App Service in your tenant in the cloud – may scale up automatically with your usage

4 SUPPORT

Description	» Customers can open Tickets at our help center (see scepman.com) » Our team will support service incidents
Support Hours	» Monday-Friday » 08:00-18:00 CET / CEST » Except from public holidays for Hesse / Germany
Response Time	» Critical incident: typical 60 minutes » Incident: typical 240 minutes Response time is defined as the duration between the report of the incident or service-request and the begin of incident or problem handling trough one of our support-engineers. The response time is to be calculated within the support hours.