



# Forcepoint Implementation Datasheet

**Package: Forcepoint Professional Services – Resident**

**Part Number: RESI01**



## Overview

Proficiency and precision are necessary to effectively implement quality security solutions. To help you get the most out of the Forcepoint solution (the “Products”), Forcepoint Professional Services offers the following implementation services package (“Package”).

## Deliverables and Responsibilities

### **Detailed Statement of Services:**

Forcepoint employees, agents, and/or contractors (“Services Personnel”) will assist Subscriber with the performance of the following activities with respect to the Products in accordance with recommended engineering practices (“Services”) via a fully dedicated resident engineer.

The resident engineer will be directed by the Subscriber for all tasking and deliverables. The Subscriber is responsible to ensure the resident engineer is appropriately onboarded, and tasked. Additionally, the Subscriber is further responsible to ensure the resident engineer is integrated into the customer team, processes, and overall organization.

### Sample Work Tasks

- Reviewing current architecture and configuration deployment
- Assisting with day-to-day administration and operation of Products
- Providing Forcepoint engineering practices towards Product design
- Providing guidance to the Subscriber inclusive of Product policies
- Assisting in managing incidents workflow and triaging alerts
- Conducting strategic business driven Product policy workshops
- Fine-tuning infrastructure environment and policies
- Developing knowledge transfer documentation and collateral
- Assisting the subscriber with technical issues
- Creating Forcepoint Technical support cases on-behalf of the subscriber

## Services Obligations of Subscriber:

Prior to the start of and throughout the Services, the Subscriber must be able to provide the following to Services Personnel if Applicable:

- Access to Infrastructure, Network, and Management Resources
- Access to Products
- Privileged AD Services Account
- Ability to make network changes
- Up to ten (10) Test users
- Confirm all recommended host server system requirements
- Disable antivirus software on the Forcepoint server
- Disable any firewall on the Forcepoint Security Manager Server before starting the Forcepoint installer

## Package Assumptions

- Services are delivered by remote delivery resources - No onsite delivery element.
  - Services Personnel must receive a written cancellation notice at least twenty-four (24) hours prior to the start of any pre-scheduled Services
  - Services will be provided during normal local business hours, Monday – Friday (e.g. 9:00am to 5:00pm)
  - Services are limited to Forcepoint products only
  - Services in this Package are limited and may not address all of Subscriber's unique requirements
  - High availability and Disaster Recovery are not within the scope of this Package
  - No High Level Design or Low Level Design documentation to be provided within this Package
  - Subscriber should not expect "on-demand" live support outside planned Services dates
  - All scripts, tools, notes, know-how and procedures developed by Services Personnel as part of the Services will remain the property of Forcepoint
  - Services Personnel will have no obligation to provide Services unless and until Subscriber fulfils all of its Services Obligations
  - Subscriber's current Support entitlement will be utilized for Product troubleshooting and escalation
  - There is no report, memorandum, or other formal deliverable to be issued in connection with this Proposal
- Throughout the Services, Subscriber will promptly provide all resources and licenses to Services Personnel to allow Services Personnel to deliver the Services.

## Terms & Conditions

- The Services in this implementation Package are provided pursuant to the Subscription Agreement
- Forcepoint provides the Services "AS IS" and makes no warranties of any kind, express or implied
- Services will be performed in a professional and workmanlike manner, and Services Personnel will comply with all applicable laws in providing the Services
- Services must begin within 90 days of the Order or Subscriber forfeits the implementation Package
- Services must be completed within 6 months from Services Kick-off call or the Order, whichever occurs first, or Subscriber forfeits the implementation Package
- Subscriber's assent to the Subscription Agreement constitutes acceptance of the above terms and conditions
- Any work or additional hours that, in Services Personnel's reasonable discretion, exceed the scope of Services (including remote or onsite follow up work or troubleshooting unknown issues) will require a mutually agreed upon services contract
- Services and Deliverables within this Package are standard and non-negotiable

---

## Applicable add-on options:

Additional implementation options are available at [www.forcepoint.com/QUICKSTART](https://www.forcepoint.com/QUICKSTART)

**FOR MORE INFORMATION OR PRICING, CONTACT YOUR FORCEPOINT  
REPRESENTATIVE, PARTNER, OR CALL: +1 800-723-1166**



### About Forcepoint

Forcepoint simplifies security for global businesses and governments. Forcepoint's all-in-one, truly cloud-native platform makes it easy to adopt Zero Trust and prevent the theft or loss of sensitive data and intellectual property no matter where people are working. Based in Austin, Texas, Forcepoint creates safe, trusted environments for customers and their employees in more than 150 countries. Engage with Forcepoint on [www.forcepoint.com](https://www.forcepoint.com), [Twitter](#) and [LinkedIn](#).