

Forcepoint Implementation Datasheet

**Package: Forcepoint Micro Services- 4 Hour Assistance-
Remote**

Part Number: FM SHAER



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 offers the following implementation services package (“Package”). This Package identifies some of the activities typically involved with the implementation of Products.

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 Forcepoint recommended engineering practices (“Services”):

Pre-Implementation

- Services Kick-off call between Subscriber and Services Personnel
 - Note: Services Personnel will contact the Subscriber within ten (10) business days of the order being processed to schedule the Services Kick-off call
- Review scope of Package
- Establish Services schedule
- Confirm critical use case

Implementation of the Product

- Services Personnel will assist the Subscriber by providing an SME (Subject Matter Expert) engineer(s) for the products requested by the Subscriber for up to four (4) hours.
 - Hours can be used for any purpose, but here are examples:
 - Custom Feature Requests
 - Custom Product Reporting
 - Custom System Reporting
 - Custom API Integrations to other products
 - Custom Incident Management solutions
 - Policy Tuning
 - Product Tuning
 - Product Architecture Consulting
 - Unused hours expire 3 months from the purchase date
 - Multiple 4 hour blocks may be purchased to accomplish project tasks

Functional Testing and Knowledge Transfer

- Services Personnel will conduct post-implementation testing identified below in accordance with Forcepoint recommended engineering practices. Services Personnel will provide informal knowledge transfer, including;
 - Standard System and Architecture Overview
 - System Navigation
 - Rule/Policy Creation
 - Local Events, Alerting and Settings
 - Basic Reporting and Workflow
 - Common Product issues and resolution
 - Relevant logs and debug options
- Services Personnel will use commercially reasonable efforts to assist with the troubleshooting and correcting of obstacles identified during the Services

Services Closure Meeting

- Service Personnel will conduct a Services closure meeting to review and confirm the Services have been completed and assist with the transition to Forcepoint Technical Support

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:

- Valid Forcepoint licenses key
- Access to Forcepoint SQL database and database accounts
- Access to Infrastructure, Network, and Management Resources
- Access to Products
- Privileged AD Services Account
- Ability to make network changes
- Up to twenty five (25) Test users
- Confirm all Microsoft updates has been applied
- Throughout the Services, Subscriber will promptly provide all resources and licenses to Services Personnel to allow Services Personnel to deliver the Services.

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 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

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 3 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

**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, [Twitter](#) and [LinkedIn](#).