

Forcepoint Services Datasheet

Package: Professional Services Flexible Hours Bank - Remote
Part Number: PSFHB

Forcepoint

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 a flexible hours-based approach to meet your implementation requirements. The professional services flexible hours bank package (“Package”) is available to deliver a flexible service offering available in 1-hour increments for use across all Forcepoint solutions.

Deliverables and Responsibilities

Statement of Services:

Forcepoint employees, agents, and/or contractors (“Services Personnel”) will assist Subscriber with the implementation, configuration, tuning, or other approved activities with respect to the Products in accordance with Forcepoint recommended engineering practices (“Services”).

The Services are available to be used across all Forcepoint products. Typical usage includes, pre-implementation services, product implementation, functional testing, product optimization, etc.

During the Services engagement, the Forcepoint Project Manager will document and communicate all activities specific to the requirements of each unique engagement.

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 do not address any other Forcepoint products other than Forcepoint Products
- 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 12 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](#).