



# Forcepoint Implementation Datasheet

**Package: Forcepoint 1-Month Residency - Remote**

**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 offers the following services package (“Package”). This Package identifies some of the activities typically involved with the implementation of the 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 up to one hundred sixty (160) hours over the course of one (1) month (“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
- Customer to provide relevant network diagram/architecture to support implementation plan

#### On-Going Product Maturation Strategy and Operation Support

- Services Personnel, in accordance with Forcepoint recommended engineering practices, will provide Subscriber with strategic and operation Product support, including:
  - Reviewing current architecture and configuration deployment
  - Assisting with day to day administration 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

#### Knowledge Transfer and Product Training

- During the course of the engagement, Services Personnel will provide informal training and knowledge transfer to the Subscriber, including:
  - Product architecture components and policy tuning options
  - Common deployment issues and resolution
  - Sizing and future growth options
  - Rule and policy creation
  - Basic reporting and workflow
  - Local events, alerting, and settings

#### Issue Management

- Services Personnel will identify recommended practices in resolving outstanding issues, including:
  - Assisting Subscriber with technical issues
  - Providing one-on-one guidance to the Subscriber
  - As required, creating Technical Support cases on behalf of the Subscriber to be worked concurrently with Services
  - Services Personnel will use commercially reasonable efforts to assist with the troubleshooting and correcting of obstacles identified during the Services
- Services Personnel will ensure all cases are being actively worked and progressing towards an expeditious resolution
  - As required, Services Personnel will participate in calls with Forcepoint Technical Support and Engineering teams

## 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
- 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 will deliver up to one hundred sixty (160) hours over the course of one (1) month between Project Management and Engineering
- Project expectation is that forty (40) hours of Services will be utilized each week
- 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 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

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## 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](#).