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# **Forcepoint Professional Services Package: Forcepoint 3 Month Professional Services Residency – Remote**

**Part Number: RESI03-X-XX00-N**



## Overview

To help you get the most out of the Forcepoint Products, Forcepoint offers the following Residency package (“Package”). This Package identifies some of the activities typically involved with the implementation of Products. At Forcepoint, we understand our success is directly linked to delivering business value for our customers. Our Professional Services Residency offering is designed to help our customers clearly identify the business and technical benefits of Forcepoint solution while meeting Subscriber requirements. The Forcepoint Resident will assist in planning, managing, developing, and providing knowledge transfer of Forcepoint Products.

## Detailed Statement of Services:

Forcepoint employees, agents, and/or contractors (“Services Personnel”) will assist Subscriber with the delivery of the following activities with respect to the Products in accordance with Forcepoint recommended engineering practices (“Services”). Depending on Products under Subscription, Subscriber should expect a primary engineer backed up by a team to be the Resident Services Personnel available to the Subscriber for forty (40) hours per week during a three (3) month period. Services Personnel will deliver Services remotely. If on-site Services are requested and approved by Forcepoint, Forcepoint reserves the right to bill additional charges, including related travel expenses.

- Pre-Residency
  - 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
  - Business Use Case Evaluation
    - Services Personnel will evaluate and validate the interoperability and utilization of Products against Subscriber’s stated business requirement
  
- 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 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

Throughout the Services, Subscriber will promptly provide all resources and licenses to Services Personnel to allow Services Personnel to deliver the Services.

## Package Assumptions

- The Professional Services Residency is performed remotely (not at Subscriber's site) by Services Personnel for up to three (3) consecutive months until no later than six (6) months from the Order date.
- Such Services are provided during Forcepoint's normal local business hours, Monday – Friday up to forty (40) hours per week, subject to Forcepoint's recognized holidays.
- Forcepoint will assign a primary contact for the Services but reserves the right in its discretion to substitute other resources to perform the Services.
- Services in this Package are limited and may not address all of Subscriber's unique requirements
- 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 Technical 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 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 ninety (90) days of the Order or Subscriber forfeits the Package
- Forcepoint's obligation to provide Services in this Package expires three (3) months from Services Kick-off call
- 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](http://www.forcepoint.com/QUICKSTART)
  - **FOR MORE INFORMATION OR PRICING, CONTACT YOUR FORCEPOINT REPRESENTATIVE, PARTNER, OR CALL: +1 800-723-1166**