



# FORCEPOINT EMAIL SECURITY On-Premise Implementation Basic

SMALL/MID-SIZE COMPANY

**PART NUMBER: EPIMLC--X-XX00-N**

## Overview

Proficiency and precision are necessary to effectively implement quality security solutions. To help you get the most out of the Forcepoint Email Security – On Premise solution (the “Products”), Forcepoint offers the following basic 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
  - Review Subscriber responses to Email Security Deployment Questionnaire (“Questionnaire”)
    - Note: Services Personnel can provide Questionnaire upon request prior to the Services Kick-off call
- Implementation of the Product
  - Services Personnel will assist the Subscriber with the implementation of the Product, as follows:
    - FSM Server Stand-up
    - MS SQL & AD Integration
    - Configure up to 2 Email Proxies
    - Create inbound/outbound routes
    - Configure Mail Queues
    - Configure PEM
    - Configure Sandbox
    - Test inbound/outbound routes
    - Knowledge Share
    - Documentation
- Functional Testing and Knowledge Transfer
  - Services Personnel will assist with Subscriber’s performing post-implementation functional testing and provide informal knowledge transfer, on the following:
    - 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:

- A completed Questionnaire prior to or at the Services Kick-off call
- Connection to Active Directory via LDAP
- Infrastructure resource
- Access to Products

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 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 Email Security
- Services in this Package are limited and may not address all of Subscriber's unique requirements
- 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

## 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](http://www.forcepoint.com/QUICKSTART)



- **FOR MORE INFORMATION OR PRICING, CONTACT YOUR FORCEPOINT REPRESENTATIVE, PARTNER,**

