



FORCEPOINT Quickstart Implementation  
Package: Web Mobile Security – Remote

**PART NUMBER: WMBIM--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 Web Security – On Premise 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 (AirWatch MDM required)
  - Services Personnel will assist the Subscriber with the implementation of the Product within one (1) Subscriber’s environment, as follows:
    - MS SQL & AD Integration
    - Mobile Client & Policy Creation
- 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
- AirWatch MDM configured
- Corporate owned IT assets configured via AirWatch
- Privileged AD Services Account
- Ability to make network changes
- Up to twenty five (25) Test users
- Confirm all Microsoft updates has been applied
- Disable antivirus software on the Forcepoint server
- Disable any firewall on the Forcepoint Server before starting the Forcepoint installer
- Disable User Account Control (UAC) and Data Execution Prevention (DEP) settings, and make sure that no Software Restriction Policies will block the installation
- To download the Forcepoint Master Database and enable policy enforcement, each machine must be able to access the download servers at:
  - download.websense.com
  - ddsdom.websense.com
  - ddsint.websense.com
  - portal.websense.com
  - my.websense.com

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 WEB SECURITY
- 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

## 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



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

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**

