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# Forcepoint Implementation Datasheet

**Package: Forcepoint ONE Tuning - Remote**  
**Part Number: ONETIM**

**Forcepoint**

# Overview

Proficiency and precision are necessary to effectively implement quality security solutions. To help you get the most out of the Forcepoint ONE 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 up to sixteen (16) hours to perform the following activities with respect to the Products in accordance with Forcepoint recommended engineering practices (“Services”):

#### Pre-Implementation:

- Project Kick-off Planning Meeting – Remote
  - Note: Services Personnel will contact the Subscriber within three (3) weeks of the order being processed to schedule the Services Kick-off call
- Review scope of the Package
- Establish Services schedule

#### Policy Tuning / Product Optimization

- Services Personnel will assist Subscriber with up to sixteen (16) hours of policy configuration and/or Product optimization

#### Functional Testing and Knowledge Transfer

- Services Personnel will assist Subscriber with performing post-implementation functional testing and provide informal knowledge transfer, on the following:
  - Standard System and Architecture Overview
  - System Navigation
  - Custom Rule/Policy Creation of deployed policies
  - Local Events, Alerting and Settings
  - Basic Reporting and Workflow
  - Common Product issues and resolution
  - Relevant logs and debug options
- 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 Closure Meeting

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## 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:

- Confirm access to the ForcepointONE portal by administrator.
- Complete all Pre-Requisites of accessing the Forcepoint ONE platform as well as deploying the SmartEdge Agent.
- Access to make firewall changes
- Cloud Application(s) resource
- Infrastructure resource
- Access to Products
- Reverse proxy prerequisites:
  - If required, each one of the applications should be configured with supported IDP Solution prior to engagement, in a fully working state for Single Sign On (SSO).
- 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 will provide up to sixteen (16) hours of service between Engineering and Project Management
- 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 ONE
- 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

## 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**



### 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](http://www.forcepoint.com), [Twitter](#) and [LinkedIn](#).