
Forcepoint Implementation Services Package: Forcepoint NGFW Tuning – Remote

Part Number: NGFWTIM--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 NGFW 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.

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”):

- Project Kickoff Planning Meeting
 - 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 the Proposal
 - Establish Services schedule

- Product Optimization
 - Services Personnel will provide the Subscriber with up-to sixteen (16) hours of Product tuning and knowledge transfer, including but not limited to:
 - Add 1 additional log server
 - Upgrade 1 SMC, 1 NGFW, or 1 NGFW cluster to latest product code
 - 4 hour policy review session
 - 4 hour policy development session
 - 4 hour backup session
 - Log off-load discussion
 - Policy backups
 - 4 hour routing and subnet optimization session
 - Export current configuration
 - Host elements
 - Policies
 - 4 hours of ad-hoc knowledge transfer
 - 4 hours of additional product or policy tuning as required
 - Services Personnel will use commercially reasonable efforts to assist with the troubleshooting and correcting of obstacles identified during the 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 promptly provide all resources and licenses to Services Personnel to allow Services Personnel to deliver the Services, including:

- Valid Forcepoint licenses key
- Access to Forcepoint SQL database and database accounts
- Access to Infrastructure, Network, and Management Resources
- Network topology and application services
- Privileged AD Services Account
- Access to Products
- Ability to make network changes
- Up to twenty five (25) Test users
- Confirm all Microsoft updates has been applied

- For a ground up build the Subscriber is required to provide all data for configuration before services are scheduled. Services will review and approve configuration prior to beginning the NGFW deployment.
- Subscriber is responsible for the racking of the NGFW equipment
- Subscriber is responsible for all cabling of the NGFW equipment

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) or as mutually agreed upon during Project kick off call
- High availability and Disaster Recovery are not within the scope of 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 fulfills all of its Services Obligations
- Subscriber’s current Support entitlement will be utilized for Product troubleshooting and escalation
- There is no report, custom documentation, memorandum, or other formal deliverable to be issued in connection with this Proposal
- 1 Security Management Console
- 1 Log Server
- 1 Firewall either as a single node or a 2-node cluster
- IPS, FUID, ECA, are out of scope for this SKU
- If multiple physical sites are not geographically co-located additional services hours may be required based on Services Personnel discretion.

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 <https://www.forcepoint.com/services/implementation-packages>
- For more information or pricing, contact your FORCEPOINT Representative, Partner, OR Call: +1 800-723-1166