

# Forcepoint Implementation Datasheet

**Package: Forcepoint ONE Web Protection Upgrade - Remote**  
**Part Number: ONEWUPG**

**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 the performance of 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
- Confirm critical use case
- Perform Technical Environment Review
- Plan the Product implementation into Customer’s environment
- Production Tenant Registration by Forcepoint Services Personnel
- Password email is sent to the customer directly
- Walkthrough of Forcepoint ONE admin portal
- Discuss use case requirements
- Discuss Firewall whitelisting requirements and provide domains for whitelisting
- Customer to scrub existing policies in source prior to engagement

#### Secure Web Gateway (SWG) Implementation

- Services Personnel will assist Subscriber with performing implementation on the following:
  - Ensure required Forcepoint ONE domains are whitelisted on the Firewall and AV Solutions.
  - SWG Web Browsing Policy Setup
  - Assist with deployment of the SmartEdge Agent (Windows/Mac) of up to 20% of licensed users
    - Manual / Automated larger rollout
  - SIEM Integration if required
  - AD user/group synchronization

#### Policy Configuration

- Services Personnel will assist Subscriber with policy configuration up to the following:
  - Configure SWG Connection Rules per source system
  - Configure Custom Categories per source system where applicable
  - Configure SWG Content Policy Rules / Action per source system
  - Configure SWG Agent Login method

#### 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

#### 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:

- 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 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 Web Protection
- Services only include current pre-defined applications; upon Subscriber request, Forcepoint will provide a list of those currently mapped applications
- 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 fulfills all of its Services Obligations
- Subscriber's current Support entitlement will be utilized for Product troubleshooting and escalation
- No High Level Design or Low Level Design documentation to be provided within this Package
- RBI is out of scope of this package
- API Discovery scans are limited to two weeks of files

## 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](#).