

SOPHOS

**Professional Services
Central Products**

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Central Endpoint/Server - Basic Implementation

The Central Endpoint/Server Basic Implementation service is intended for organizations with a single location and basic requirements for Endpoint and Server protection. The engagement is delivered remotely for a duration of a half-day. The Professional Services engineer will assist with the deployment of the Sophos Central client software and provide basic guidance and knowledge transfer. This enables your IT staff to become familiar with the key concepts in the configuration and management of the Sophos Central Endpoint/Server security solution.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos Central Endpoint/Server Basic Implementation engagement.

- Activation of Sophos Central License(s)
- Endpoint/Server deployment planning
 - Competitor removal review/testing (1 product version)
 - Devise installation process
 - GPO, 3rd party tools (eg. SCCM, PDQ, etc)
 - Review installation logs
 - Deployment testing (up to 5 devices)
- Endpoint/Server Agent GUI
 - Tamper Protection
 - Events/Logging
 - Self-Help
- Knowledge transfer and configuration of Endpoint/Server Base Policies
 - Threat Protection
 - Defining Exclusions
 - Peripheral Control
 - Web Control
- Logs and Reports
 - Events
 - Custom Reports
 - Scheduling
 - Audit Logs
- Review/Implement Active Directory Synchronization
- Communicating with Sophos Technical Support
 - Gathering Diagnose logs
- Q&A (as time permits)

Central Endpoint/Server - Advanced Implementation

The Central Endpoint/Server Advanced Implementation is intended for organizations with diverse operational requirements including but not limited to integration with a SIEM solution and configuring Update Cache/Message relays. The engagement is delivered remotely for a duration of one full day or two half-days. The Professional Services engineer will assist with the deployment of the Sophos Central client software and provide guidance and knowledge transfer. This enables your IT staff to become familiar with the key concepts in the configuration and management of the Sophos Central Endpoint/Server security solution.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos Central Endpoint/Server Advanced Implementation engagement.

- A 1-hour pre-engagement/planning call
- Activation of Sophos Central License(s)
- Endpoint/Server deployment planning
 - Competitor removal review/testing
 - Up to 4 products/versions
 - Devise installation process
 - GPO, 3rd party tools (eg. SCCM, PDQ, etc)
 - Review installation logs
 - Deployment testing (up to 10 devices)
- Endpoint/Server Agent GUI
 - Tamper Protection
 - Events/Logging
 - Self-Help
- Review and configuration of up to 2 each of the following policies
 - Threat Protection
 - Defining Exclusions
 - Peripheral Control
 - Application Control
 - Web Control
 - Update Management
 - Windows Firewall
- Overview of Server Lockdown and File Integrity Monitoring concepts
- Logs and Reports
 - Events
 - Custom Reports
 - Scheduling
 - Audit Logs
- Threat Cases
 - Live Discover
- Review/Implement Active Directory Synchronization
- Installation of up to 2 Update Cache/Message Relay
- Sophos Central Alerting
 - Configuration of Email Alerting
- API Token Management for SIEM Integration
- Communicating with Sophos Technical Support
 - Gathering Diagnose logs
- Continued deployment assistance to Endpoints/Servers during the engagement
 - The number of devices deployed is wholly dependent on the customer
- Q&A (as time permits)

Central Endpoint/Server - Enterprise Implementation

The Central Endpoint/Server Enterprise Implementation is intended for larger organizations with more complex network and operational requirements. The engagement is delivered remotely for a duration of two full days. The Professional Services engineer will assist with the enablement of Enterprise Dashboard and the deployment of the Sophos Central client software and provide guidance and knowledge transfer. This enables your IT staff to become familiar with the key concepts in the configuration and management of the Sophos Central Endpoint/Server security solution in an enterprise environment.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos Central Endpoint/Server Enterprise Implementation engagement.

- A 1-hour pre-engagement/planning call
- Activation of Sophos Central License(s)
 - Activation of Enterprise Dashboard and Enablement of Master Licensing (if required)
- Enterprise Dashboard Configuration/Review
 - Enterprise Installer vs Sub-estate Installer
 - Enterprise Administration Roles
 - Global Templates Concepts
- Endpoint/Server deployment planning
 - Competitor removal review/testing (up to 5 products/versions)
 - Devise installation process
 - Review installation logs
 - Deployment testing (up to 20 devices)
 - Disk Imaging for VDI
- Review and configuration of up to 2 each of the following policies
 - Threat Protection
 - Defining Exclusions
 - Peripheral Control
 - Application Control
 - Web Control
 - Windows Firewall
- Policy Assignment - Device vs User
- Logs and Reports
 - Events
 - Custom Reports
 - Scheduling
 - Audit Logs
- Threat Cases
 - Live Discover
- Endpoint/Server Agent GUI
 - Tamper Protection
 - Events/Logging
 - Self-Help
- Review/Implement Active Directory Synchronization
- Installation of up to 2 Update Cache/Message Relay
- Sophos Central Alerting
 - Configuration of Email Alerting
 - API Token Management for SIEM Integration
- Communicating with Sophos Technical Support
- Continued deployment assistance to Endpoints/Servers during the engagement.
 - The number of devices deployed is wholly dependent on the customer.
- Q&A (as time permits)

Central Email Gateway - Basic Implementation

The Central Email Gateway Basic Implementation service is intended for organizations with a single domain and basic requirements for email protection. The engagement is delivered remotely for a duration of a half-day. The Professional Services engineer will assist with the configuration, provide knowledge transfer, and guidance to prepare your team to complete the cutover from your current solution. This enables your IT staff to become familiar with the key concepts in the configuration and management of the Sophos Central Email Gateway solution.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos Email Gateway Basic Implementation engagement.

- Activation of Sophos Central License(s)
- Review/implement Active Directory/Azure AD synchronization
 - Or import Gsuite users/distribution lists
- Deployment planning
 - Review current mail rules
 - Block/Allow lists
 - Approved URLs
 - VIP management
- Review process for cutover
 - DNS changes
 - MX/SPF/DKIM records
 - O365 modifications
 - Mail flow changes for inbound and outbound mail
 - On-Premises Exchange
 - Connectors for inbound and outbound mail
 - Other mail providers compatible with Sophos Email Gateway
- Email Gateway configuration
 - Email Security Policies
 - SPAM
 - Banners
 - Quarantine/ User Self-Help
 - Sender checks
 - Malware scanning
 - Time-of-click
 - VIP management
 - Data Loss Prevention Policies
 - Attachment/Keyword handling
 - Email Encryption
 - Built-in templates
- Review Logs and Reporting
- Communicating with Sophos Technical Support
- Q&A (as time permits)

Central Email Gateway - Implementation with Assisted Cutover

The Central Email Gateway Implementation with Assisted Cutover service is intended for organizations with a single or multiple email domains and more diverse requirements for email protection. The engagement is delivered remotely for a duration of a full-day and provides cutover assistance from your current solution. The Professional Services engineer will assist with the configuration, knowledge transfer, guidance, and assistance with the cutover from your current solution. This will ensure a successful cutover to Sophos Central Email Gateway enable your IT staff to become familiar with the key concepts in the configuration and management of the Sophos Central Email Gateway solution.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos Email Gateway Implementation with Assisted Cutover engagement.

- Activation of Sophos Central License(s)
- Review/implement Active Directory/Azure AD synchronization
 - Or import Gsuite users/distribution lists
- Email Gateway deployment planning
 - Review current mail rules
 - Block/Allow lists
 - Approved URLs
 - VIP management
- Review process for cutover
 - DNS changes
 - MX/SPF/DKIM records
 - O365 modifications
 - Mail flow changes for inbound and outbound mail
 - On-Premises Exchange
 - Connectors for inbound and outbound mail
 - Other mail providers compatible with Sophos Email Gateway
- Email Gateway Configuration
 - Email Security Policies
 - SPAM
 - Banners
 - Quarantine/ User Self-Help
 - Sender checks
 - Malware Scanning
 - Time-of-click
 - VIP Management
 - Data Loss Prevention Policies
 - Attachment/Keyword handling
 - Email Encryption
 - Built-in templates
- Review Logs and Reporting
- Communicating with Sophos Technical Support
- Cutover Assistance
 - Verify DNS records
 - Verify mail flow and policies
 - Verify Block/Allow lists
 - Verify mail logs and quarantine items
- Q&A (as time permits)

Central Mobile - Basic Implementation

The Central Mobile Basic Implementation is intended for organizations with basic requirements. The engagement is delivered remotely for a duration of a half day. The Professional Services engineer will assist with the deployment of the Sophos Mobile client software and provide guidance and knowledge transfer. This enables your IT staff to become familiar with the key concepts in the configuration and management of the Sophos Mobile security solution.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos Mobile Basic Implementation engagement.

- Activation of Sophos Central License(s)
- Device Configuration
 - Apple iOS
 - Android
- Policy Creation and Assignment
 - User
 - Device
 - Compliance
- Application Deployment
 - App Groups
- Sophos Containers
- Logs and Reports
 - Events
 - Scheduling
 - Audit Logs
- Deployment testing
 - Up to 5 devices
- Mobile Control Agent GUI
- Review/Implement Active Directory Synchronization
- Sophos Central Alerting
 - Configuration of Email Alerting
- Communicating with Sophos Technical Support
 - Gathering Diagnose logs
- Q&A (as time permits)

Central Mobile - Advanced Implementation

The Central Mobile Advanced Implementation is intended for organizations with utilizing with complex requirements that will be utilizing the more advanced product features. The engagement is delivered remotely for a duration of a full day or split over 2 half-days. The Professional Services engineer will assist with the deployment of the Sophos Mobile client software and provide guidance and knowledge transfer. This enables your IT staff to become familiar with the key concepts and advanced features in the configuration and management of the Sophos Mobile security solution.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos Mobile Advanced Implementation engagement.

- Activation of Sophos Central License(s)
- Device Configuration
 - Apple iOS
 - Apple OSX
 - Android
 - Chrome
 - Windows
- Policy Creation and Assignment
 - User
 - Device
 - Compliance
- Configure Mobile Email access
- Configure EAS Proxy
- Application Deployment
 - App Groups
- Sophos Containers
- Mobile Threat Defense
 - 3rd party integrations (e.g. Intune, AirWatch, etc.)
- Logs and Reports
 - Events
 - Custom Reports
 - Scheduling
 - Audit Logs
- Deployment testing
 - Up to 10 devices
- Mobile Control Agent GUI
- Review/Implement Active Directory Synchronization
- Sophos Central Alerting
 - Configuration of Email Alerting
- Communicating with Sophos Technical Support
 - Gathering Diagnose logs
- Q&A (as time permits)

Central Device Encryption Implementation

The Central Device Encryption Implementation is delivered remotely for a duration of a half-day. The Professional Services engineer will assist with the deployment of the Sophos Central Device Encryption client software and provide guidance and knowledge transfer. This enables your IT staff to become familiar with the key concepts in the configuration and management of the Sophos Central Device Encryption security solution.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos Central Device Encryption Implementation engagement.

- Activation of Sophos Central License(s)
- Review and configuration of up to 2 Device Encryption policies
- Policy Assignment
- Endpoint deployment planning
 - Review process for migration from competitor product
 - Review Bitlocker requirements on Endpoints
 - Review Group Policy Objects for Bitlocker
 - Devise installation process
 - Review setup of software deployment via GPO or 3rd party tools
 - Provide installation script
 - Review installation logs
 - Deployment testing
 - Up to 5 devices
- Endpoint Recovery Procedures
 - Retrieve Recovery Key
 - Change Bitlocker Authentication Passcode
- Endpoint Agent GUI
 - Tamper Protection
 - Events/Logging
 - Self-Help
- Logs and Reports
 - Events
 - Custom Reports
 - Scheduling
 - Audit Logs
- Communicating with Sophos Technical Support
 - Gathering Diagnose logs
- Q&A (as time permits)

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