

# SOPHOS

Security made simple.



## Sophos Professional Services

# Endpoint QuickStart

This offering is intended to provide new Sophos Endpoint Security and Control customers with a properly installed Sophos Endpoint Security environment including deployment to a limited number of test clients. The Sophos Professional Services Consultant will work with the customer via phone and web conferencing to complete the following deliverables.

## Deliverables

### Sophos management server component review and installation

The basic installation and configuration of the Sophos Enterprise Console server and the integrated SQL Express Database (included within the SEC installer).

### Sophos endpoint protection client installation

Creation of a client installation package for Windows computers. This includes integration and configuration of the Sophos competitive removal tool. Deployment to a limited number of test clients. Please see additional details in the Deliverables Chart on the next page.

### Policy best practices

Demonstration of policy types for Anti-Virus, Application Control Policies, and Tamper Protection.

### Sophos Enterprise Console administration

Configuration of administrative roles and demonstration of policy configuration/application.

### Sophos Enterprise Console maintenance

Recommendations for maintenance best practices for the Sophos Enterprise Console server/database.

### Getting help and additional tools

Best practices for leveraging Sophos on-line and local resources.

## Target Customer

This offering is ideal for a customer with less than 1,000 clients and a limited number of locations. Customers having one or more of the following conditions should consider a longer services offering.

- ▶ Requirement for pre-engagement discussions/planning
- ▶ Restrictive change management process
- ▶ Helpdesk training
- ▶ Outsourced IT services
- ▶ Full deployment
- ▶ Requiring assistance with a Pilot rollout

## Deliverables chart

Milestone description	Target, supported system, or limitation
Deployment to Windows endpoints	3 systems
Building installer packages with Sophos Deployment Packager	1 install packages
Synchronization with AD	1 Domain 2 Organizational Units
Using the Protect computer wizard	See: KB 12455
Testing competitor removal	KB 112662
Updating competitor removal tool	This delivery includes adding a single third party product to our competitor removal tool (CRT). However, some products may require scripting or tools not supplied by Sophos for removal. In rare instances it may not be possible to automate. See KB 112662 for complete list of supported 3rd party products.
Operating systems	KB 113278

## “Out of Scope”

The following areas are considered “out of scope” for Sophos Endpoint QuickStart engagements.

- ▶ Any additional hardware or software configuration not listed in the SoW
- ▶ Development of custom software or scripts
- ▶ Implementation of required communications infrastructure and components
- ▶ Any data or host migrations
- ▶ Any integration with existing or current client backup software technologies or processes
- ▶ Any integration with existing password management tools or software
- ▶ Network troubleshooting and/or reconfiguration
- ▶ Any application or host system tasks that encompasses coding, scripting, application, system performance and/or troubleshooting.
- ▶ Work outside of standard local business hours (9-5, M-F)

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