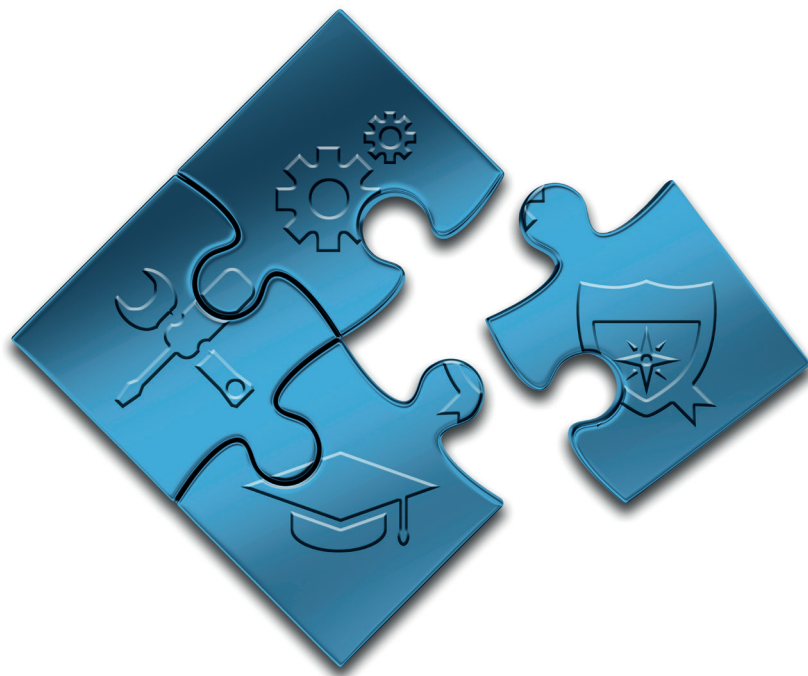


SOPHOS

Security made simple.



Sophos Professional Services

Cloud Endpoint QuickStart

This offering is intended to provide new Sophos Cloud 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 Cloud Instance Provisioning installation

The provisioning of the main Sophos Cloud instance and review of Cloud high availability.

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 Cloud Console administration

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

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	10 systems
Build installer packages	1 install package
Synchronization with AD	1 Domain 2 Organizational Units
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)

United Kingdom and Worldwide Sales
Tel: +44 (0)8447 671131
Email: sales@sophos.com

North American Sales
Toll Free: 1-866-866-2802
Email: nasales@sophos.com

Australia and New Zealand Sales
Tel: +61 2 9409 9100
Email: sales@sophos.com.au

Asia Sales
Tel: +65 62244168
Email: salesasia@sophos.com