

SOPHOS

Security made simple.



Sophos Professional Services

Mobile QuickStart

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

Deliverables

Sophos Mobile Control Server component review and installation

The basic installation and configuration of the Sophos Mobile Control Server and the integrated SQL Express Database (included within the SMC installer). Prior to the engagement the customer must fill out and complete the requirements of the Installation prerequisites form from the Website:

https://www.sophos.com/en-us/medialibrary/PDFs/documentation/smc_61_s_eng_supplement.pdf?la=en

Sophos Mobile Control Profile creation

Creation of a profile and taskbundle package for supported platforms. Discuss proper installation of client software based on used hardware platforms (iOS, Android, Windows Phone). Deployment of up to three test devices.

Please see additional details in the Deliverables Chart on the next page.

Active Directory integration

Setup a LDAP connector to use Active Directory authentication.

Policy best practices

Demonstration of profile and policy configuration and assignment.

Sophos Mobile Control administration

Configuration of customers and administrators for SMC

- Basic helpdesk tasks will be demonstrated

Sophos Mobile Control backup maintenance

Recommendations for maintenance of the Sophos Mobile Control events and required backup procedures for disaster recovery.

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. Customers having one or more of the following conditions should consider a longer services offering.

- Assistance with a pilot rollout or deployment assistance beyond what is described in this service description
- Requirement for pre-engagement discussions/planning
- Restrictive change management process
- Helpdesk training
- Outsourced IT services

Deliverables chart

Milestone description	Target, supported system, or limitation
SMC Server with internal EAS Proxy	1 system
SMC customers	1 customer
Active Directory Synchronization	1 domain
SMC Client	3 clients on a supported platform
Mobile Control Release Notes	See: http://downloads.sophos.com/readmes/readsmc_61_eng.html

“Out of Scope”

The following areas are considered “out of scope” for Sophos Mobile Control 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 local business hours (9-5PM M-F)

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