

Centrify+ for Server Suite

Centrify+ is a commitment by the Centrify experts to ensure your established implementation of Centrify is running at an optimal level. From the underlying architecture to the established administrative processes, security, and access controls.

Not all organizations started their Centrify experience the same way. Some clients used our free Express software in their labs and later upgraded to the paid version so they could support their Enterprise systems. There were others who chose to do everything on their own with no appreciation for already established best practices, and for whatever the reason have learned there were better ways to accomplish what they wanted. Moreover, still others who have had formally trained staff leave the company and they took all that knowledge and experience with them. In each case, the software continued to work, but we found minimal technology utilization and minimal understanding and ownership of multiple Centrify processes.

The **Centrify+ for Server Suite** packages Professional Services consulting, experience and expertise in 1, 2, or 3-year bundles to help ensure your environment is always getting the most out of your Centrify software based on our field-tested best practices. It also ensures your current staff is up to date on the newest technical capabilities and up to 3 new hires can receive formal training through our Public Training Program.

Fully utilizing Centrify's software in an optimal way can assist in scaling your business with our entire platform capabilities when your organization is ready. **A full operational analysis of your current implementation of Centrify:**

- Health Check document with findings and recommendations
- Playbook that documents any design or process modifications we implement based on our Health Check findings and recommendations.
 - Documenting our optimization recommendations based on the operational analysis
 - Documenting Administrative Controls, Automation, and recommended daily operations
 - Documenting Ownership of Processes
- Technical Brief and overview of recommendations to prioritize consulting focus areas

For customers who are purchasing their first ever Centrify+ Bundle your full operational analysis will be a formal Centrify Health Check with over 85 points of analysis for Architecture, Access and Authorization, Administrative Controls, Delegation Audit, and Operational Processes. Follow-on bundles will focus on a less formal curriculum and more the day-to-day administrators and optimizing processes.

Full day of Real World Technology training:

- Classroom overview of Hierarchical Zones, Zone Delegation, and Inheritance
- Classroom overview of Centrify Administration Tips and Troubleshooting
- Classroom overview of automated User provisioning and CLI
- Classroom scenario based quiz

Four consecutive days of Professional Services Consulting:

- Implement and validate selected analysis recommendations as time permits

Formal Training:

- 3 Public Training Seats per year (equal to license – standard/enterprise).
- Get your current staff formally trained
- Get your new staff up to speed throughout the year
- Annual Centrifly+ Standard Server Suit Package renewal(s) will keep your staff formally trained

CENTRIFY+ Standard Server Suite 1YR BUNDLE	Estimated Days
Operational analysis of current implementation of Centrifly	5
Real World Technology Training	1
Professional Services Consulting	4
3 Seats for Public Training Class (Standard Edition)	N/A
Total Days	10

Pricing and Ordering

This offering is invoiced on purchase and is valid for 12 months from the date of purchase. In the case of multiple purchases of the Centrifly+ service on the same purchase order, each individual purchase of the Centrifly+ service will add an additional 12 valid months. Contact your Centrifly Sales representative for pricing details for your region and to arrange for a time, place, and schedule. Or email us at sales@centrifly.com.

Key Assumptions and Requirements

Client understands that Centrifys performance of the Services and delivery of agreed upon deliverables under this SOW is dependent in part upon Client's actions, and Client therefore agrees to cooperate with Centrifys in a commercially reasonable manner in the completion of the Services by Centrifys. Centrifys will promptly notify Client of any delays of potential delays in Centrifys ability to undertake and complete performance in accordance with the applicable schedule resulting from the inaction of Client.

Client will provide all hardware, software, facilities, equipment, and Client personnel (including technical resources) necessary to complete the project. These resources will be provided when they are needed in order to avoid project delays.

Client will appoint a single point of contact for the duration of the project. This person will have project management responsibilities, be technically astute and familiar with Client change request processes as well as have the authority to expedite if necessary.

Client management will make decisions and resolve issues in a timely manner in order to avoid project delays.

If any Consulting Services engagement is cancelled by Client less than three (3) weeks before the scheduled start date for such Services, Centrifys will most likely not be able to reschedule the engagement and be out the revenue. Centrifys will make every effort to redeploy the consultant and if Centrifys is able then Client agrees to pay any reasonable fees and expenses incurred by Centrifys in terms of travel cancellations. If Centrifys is not able to redeploy the consultant then Client agrees to pay the full amount of the Consulting Fees that would have been properly invoiced by Centrifys had Client not cancelled such engagement, and also any reasonable fees and expenses incurred by Centrifys in terms of travel cancellations. For multiple week engagements this only applies for each week that is less than the three (3) week cancellation notice.

All materials and information generated or used by Centrifys in the performance of the Services, including but not limited to the work product delivered to Client ("Consulting Materials"), and all intellectual property rights therein, shall be the property of Centrifys. Centrifys hereby grants to Client a personal, non-transferable, non-sublicensable, non-exclusive license to use, reproduce, copy and display any Consulting Materials solely for Company's internal business purposes. Client obtains no title or ownership in any Consulting Materials, and Centrifys retains all right, title and interest in and to any Consulting Materials. Client retains all right, title, and interest in and to Client data.

Impracticability. Centrifys shall not be required to provide any portion of the Services to the extent the performance of such Services becomes "Impracticable" as a result of a cause or causes outside the reasonable control of Centrifys including unfeasible technological requirements, or to the extent the performance of such Services would require Centrifys to violate any applicable laws, rules or regulations or would result in the breach of any software license or other applicable contract.

Period of Performance

The period of performance for this Centrifys+ service begins upon the date of mutual signature by authorized representatives of Centrifys and Client and continues through the Completion Date (as defined below). All work must be scheduled to be completed within twelve months (365 days) of the start of the performance period. In the case of multiple purchases of the Centrifys+ service on the same purchase order, each individual purchase of the Centrifys+ service will be considered a separate consecutive year.

Completion date. The "Completion Date" will be the earlier of (1) the date on which all Services and Deliverables are completed, or (2) twelve months after the date of mutual signature of this Centrifys+ service by authorized representatives of Centrifys and Client. In the case of multiple purchases of the Centrifys+ service on the same purchase order, the start date of the second Centrifys+ service shall be one year and one day from the date of mutual

signature by authorized representatives of Centrifly and Client, and the completion date shall be the earlier of (1) the date on which all Services and Deliverables are completed for the second year of the Centrifly+ service, or (2) twelve months after the start date of the second year of the Centrifly+ service. Multiple purchases of Centrifly+ service for subsequent years beyond the second year on the same purchase order shall follow the same rationale.

Acceptance Period. For each Activity described under this Centrifly+ Service, Client shall have a 15-day "Acceptance Period" beginning on the Completion Date. During the Acceptance Period, Client may reject an Activity on the basis that it fails to conform to the written description of the Activity or Client believes the Activity has not been completed by giving written notice to Centrifly. Unless such rejection notice is given during the acceptance/rejection period, as described above, the Activity will be deemed accepted by Customer at the end of the Acceptance Period.

Rejection and Cure. Centrifly shall have thirty (30) days from the date of written notification of non-completion to cure any nonconformance. Acceptance on the Activity will then be calculated from the date of delivery of the new version of the Deliverables.

Professional Fees and Expenses

The fees for the Services will be outlined in the customer quotation/product schedule. Any fees that are quoted on a daily basis are equated to an hourly rate based on an eight (8) hour day (hourly rate = daily rate divided by eight hours). Unless otherwise set forth in the customer quotation/product schedule, all Services are recorded and will be billed on this hourly basis. This fee estimate includes travel and expenses for up to two (2) week long trips Centrifly will perform in completing the Services. Centrifly will adhere to the Client's travel policies once they are provided to Centrifly as long as they are provided before travel has been arranged.

About Centrifly

Centrifly is the leader in securing enterprise identities against cyberthreats that target today's hybrid IT environment of cloud, mobile and on-premises. The Centrifly Identity Platform protects against the leading point of attack used in data breaches — compromised credentials — by securing an enterprise's internal and external users as well as its privileged accounts. Centrifly delivers stronger security, continuous compliance and enhanced user productivity through single sign-on, multi-factor authentication, mobile and Mac management, privileged access security and session monitoring. Centrifly is trusted by over 5000 customers, including more than half of the Fortune 50. Learn more at www.centrifly.com.

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