

# CENTRIFY ENDPOINT SERVICES BASIC JUMP START

The Centrify Endpoint Services Basic Jump Start gives organizations the training and hands-on experience to rapidly deploy Centrify's solution for Identity, Policy and Mobile Device Management for Endpoint Devices. The service includes remote consulting to implement the complete solution on an initial set of endpoint devices, and virtual training for up to two staff.

## BENEFITS

- Discounted pricing (compared to a la carte)
- Achieve 70% faster time to production
- Gain hands-on experience deploying Centrify Endpoint Services
- Ensure policy compliance and enforcement across both BYOD and on-premises Macs
- Reduce troubleshooting complexity
- Proven methodology with 96% customer satisfaction rate

## Zoneless Deliverables for Up to Two Endpoints

ENDPOINT DEVICE OPTIONS	SCOPE
Phone, Tablet, Mac, Windows10	Up to two types

DELIVERABLES	SCOPE
Centrify Connector Setup	Up to two
Centrify Administrator Setup	Up to two
Deployment of the Centrify Access Manager Console	Up to one
Connect remote or on-premises Endpoints to Active Directory and/or the Centrify Platform	Up to ten
Configure endpoint policy settings using Active Directory Group Policy and/or the Centrify Platform	Up to ten
Account migration for local home users managed by Active Directory	Up to ten

## Environment

This Jump Start is appropriate for all new deployments of Centrify's solution for endpoints. If your organization uses Smart Cards for authentication, needs assistance writing login scripts, or is migrating from an alternate solution, please contact us to create a customized package for your needs.

## Duration

- This is a 5-day package.
- Two (2) days of Virtual Instructor Lead Training
- Three (3) days of remote consulting services for up to two endpoint device types.

## Who Should Attend

- Security and/or System Administrators who need to deploy and administer Centrify Endpoint Services within their environment. We will also need to work with an Active Directory administrator or Group Policy administrator if your organization plans on using Active Directory for policy enforcement.

## Prerequisites

- Active Directory servers set up and configured if using Active Directory for user authentication and policy enforcement.
- One or more Windows servers for the deployment of the Centrify Connector.
- For Mac endpoints; pre-configured 802.1x settings enabled, or PKI certificate infrastructure deployed and configured if deploying these policies via Centrify Mac Edition.
- Existing login scripts if implementing login scripts via policy.
- Availability of key personnel with administrative rights to create an organizational unit to store computer information in Active Directory, the Windows servers for Connector installation, and access to the endpoint devices that are in the scope of deployment.

## Logistics

We perform this engagement via a daily series of remote web conferences.

## Pricing and Ordering

This offering is invoiced on purchase and is valid for 6 months from the date of purchase. Contact your Centrify sales representative for pricing details for your region and to arrange for a time, place, and schedule.

### Customizations

The Centrify Professional Services team has the skill and expertise to handle or assist with many implementation customizations where needed. If there are extra implementation tasks that are required, custom scripting needs, custom integration requirements, or any other technical services that will be useful to customer success with Centrify, our services team can set up a pre-sales scoping call to provide custom implementation estimates to fulfill these needs.

### Key Assumptions

- Client understands that Centrify's 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 Centrify in a commercially reasonable manner in the completion of the Services by Centrify. Centrify will promptly notify Client of any delays of potential delays in Centrify's 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, Centrify will most likely not be able to reschedule the engagement and be out the revenue. Centrify will make every effort to redeploy the consultant and if Centrify is able then the Client agrees to pay Client agrees to pay any reasonable fees and expenses incurred by Centrify in terms of travel cancellations. If Centrify 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 Centrify had Client not cancelled such engagement, and also any reasonable fees and expenses incurred by Centrify 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.
- Client will have network connectivity and name resolution between all Client systems (including workstations and servers that Centrify will be installed on, regardless of on-premises vs. off-premise computer locations) and Active Directory connectivity functioning correctly prior to work beginning. This can be verified by using adcheck, available from <https://www.centrify.com/support/download/adcheck-mac10.11>
- Unless otherwise specified in the project scope and Activities, Centrify assumes that Client has a single Active Directory Forest in scope of this engagement.
- All Client servers will be in the same data center or, if multiple data centers, there will be at least T1 connection speed between the main data center and the remote sites. It is also recommended that resources from other sites be identified in advance as project resources, if multiple remote sites are in scope.
- All systems and applications that will have Centrify products installed must be on the Supported Platforms list at: <https://www.centrify.com/support/customer-support-portal/policies/product-lifecycle/>
- Virtual training classes expire one hundred eighty (180) days from the purchase date.
- All materials and information generated or used by Centrify 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 Centrify. Centrify 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 Centrify retains all right, title and interest in and to any Consulting Materials. Client retains all right, title, and interest in and to Client data.
- **Engagement Management** includes activities performed in support of this SOW that require management expertise, oversight, control, and direction in team building, communications, time management, quality assurance and quality control and management, and cost management. Centrify Professional Services will regularly communicate personnel and resource requirements for this SOW to be a success, ensure appropriate staffing and scheduling of Centrify personnel for this SOW, and ensure deliverable quality and timeliness.
- Centrify 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 Centrify including unfeasible technological requirements, or to the extent the performance of such Services would require Centrify to violate any applicable laws, rules or regulations or would result in the breach of any software license or other applicable contract.

### Scope Change Control

During the performance of the engagement, certain issues may arise that effectively prevent the completion of the work outlined in this SOW within the planned timeframe, such as, but not limited to, hardware or network failures or outages in Client's environment, problems with Client's in-house software or Client's third-party software, or the unavailability of key Client personnel. If this situation occurs, the designated Centrify representative will work with Client to identify and document the scope change, its impact on the project approach, timing, fees, resources, and the quality of project results. Centrify will document this using either the Centrify Change Request Form or an appropriate Change Control form provided by Client.

Any change in scope must be agreed to in writing prior to Centrify reengaging on the project and will require the signature of the Centrify Technical Services Vice President and the appropriate Client representative. Any other problems, disputes or issues arising during this engagement should be communicated as soon as possible after identification to the designated Centrify Consultant for resolution.

### Period of Performance

The period of performance for this SOW begins upon the date of mutual signature by authorized representatives of Centrify and Client and continues through the Completion Date (as defined below). All work must be scheduled to be completed within six months (180 days) of the start of the performance period. Any modifications or extensions will be requested through Change Control for review and discussion.

**Completion date.** The "Completion Date" will be the earlier of (1) the date on which all Services and Deliverables defined in Section 1 are completed, or (2) six months after the date of mutual signature of this SOW by authorized representatives of Centrify and Client.

**Acceptance Period.** For each Activity described under this SOW, 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 Centrify. 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.** Centrify shall have thirty (30) days from the date of written notification of non-completion to cure any non-conformance. 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 professional services fees for the Services will be outlined in the customer quotation/product schedule. Centrify agrees to complete the Services and produce the Deliverables described in this Jump Start. No minimum or maximum hours are promised. Centrify shall document agreement of the completion of these Deliverables by either party. This fee estimate does not include the travel and expenses Centrify will incur in performing this project, as this engagement is solely conducted remotely.

### Personnel

**Personnel Quality.** Centrify agrees that all personnel used by Centrify to perform the Services will be competent and adequately trained by Centrify to perform the Services in accordance with the provisions of this SOW.

**Background Checks.** Centrify shall perform commercially reasonable background checks on all personnel assigned by Centrify to provide the Services under this SOW. These background checks include and are not limited to: criminal history for the past seven years, verification of employment, credit history, and education verification. Client may request in writing a letter of proof from Centrify's background check provider that the Background Check was completed successfully.

**Subcontractors Permitted.** Centrify may engage a Subcontractor to perform all or any portion of its duties under this Agreement provided that any such Subcontractor agrees in writing to be bound by confidentiality obligations at least as protective as the terms of this SOW regarding confidentiality. Subcontractors are subject to Centrify's standard Background Checks. Centrify remains responsible for the performance of such Subcontractor. Centrify will obtain written permission from Client before assigning a Subcontractor to work on this SOW.

**Subcontractor Defined.** As used in this Agreement, "Subcontractor" will mean any individual, partnership, corporation, firm, association, unincorporated organization, joint venture, trust or other entity engaged to perform hereunder. Subcontractors will be Centrify Certified Administrators who have undergone a rigorous training program from Centrify.

### Tasks to be completed by Client before Professional Services engagement begins

- Registered students from Client will complete the online virtual training before the engagement begins.
- Client will determine the owner and/or responsible individual for determining privileged access to each in-scope endpoint and associated systems.
- Client will be responsible for preparing and filing change management in advance as required to prevent schedule delays
- Client will provide a network diagram or documentation that represents UNIX systems and the Active Directory Sites and Services
- Provide availability and contact information of an Active Directory Administrator with Enterprise Forest Admin privileges
- Client will ensure that required server hardware for Centrify Connector installation has been configured and meets the minimum requirements for the Centrify Connector.

Centrify delivers Zero Trust Security through the power of Next-Gen Access. Centrify verifies every user, validates their devices, and limits access and privilege. Centrify also utilizes machine learning to discover risky user behavior and apply conditional access — without impacting user experience. To learn more visit [www.centrify.com](http://www.centrify.com).

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