

CENTRIFY DATASHEET

Centrify OS X Basic Jump Start

The Centrify OS X Jump Start gives organizations the training and hands-on experience to rapidly deploy Centrify's solution for Identity, Policy and Device Management for Macs. The service includes remote consulting to implement the complete solution on an initial set of production computers, and computer-based training (CBT) 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 Mac Edition
- Ensure policy compliance and enforcement across both BYOD and on-premise Macs
- Reduce troubleshooting complexity
- Proven methodology with 96% customer satisfaction rate

Deliverables

Deliverables	Scope
Cloud Connector Setup	Up to two
Cloud Administrator Setup	Up to two
Deployment of the Centrify Access Manager Console	Up to one
Connect remote or on-premise OS X computers to Active Directory and/or the Centrify Identity Platform	Up to ten
Configure Mac OS X policy settings using Active Directory Group Policy and/or the Centrify Identity 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 OS X. 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. This Jump Start does not include mobile device management for iOS; see our Centrify Identity Service Basic Jump Start for more details.

Who Should Participate

Security and/or System Administrators who need to deploy and administer the Centrify Mac Edition 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.

Format

We perform this engagement via a series of remote web conferences. Individual meetings can be scheduled with your team for as little as one hour. Our consultants will work with your team to create a flexible plan based on the needs of your business.

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 Cloud Connector.
- 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 OS X computer information in Active Directory, the Windows servers for cloud Connector installation, and the OS X computers in the scope of deployment.

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 Centrifys performance of the Services and delivery of agreed upon deliverables under this SOW is dependent in part upon Clients 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 the Client agrees to pay 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.
- Client will have network connectivity and name resolution between all Client systems (including workstations and servers the Centrifys Suite will be installed on, regardless of on-premise 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.centrifys.com/support/download/adcheck-mac10.8>.
- Unless otherwise specified in the project scope and Activities, Centrifys 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 Centrifys Suite of technologies installed must be on the Supported Platforms list at: <http://www.centrifys.com/directcontrol/platforms.asp>.
- Computer based training classes (CBT's) expire one hundred eighty (180) days from the purchase date.
- 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.

- 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. Centrifly Professional Services will regularly communicate personnel and resource requirements for this SOW to be a success, ensure appropriate staffing and scheduling of Centrifly personnel for this SOW, and ensure deliverable quality and timeliness.
- Impracticability. Centrifly 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 Centrifly including unfeasible technological requirements, or to the extent the performance of such Services would require Centrifly 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 Centrifly 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. Centrifly will document this using either the Centrifly Change Request Form or an appropriate Change Control form provided by Client.

Any change in scope must be agreed to in writing prior to Centrifly reengaging on the project and will require the signature of the Centrifly 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 Centrifly Consultant for resolution.

Period of Performance

The period of performance for this SOW begins upon the date of mutual signature by authorized representatives of Centrifly 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 Centrifly 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 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 professional services fees for the Services will be outlined in the customer quotation/product schedule. Centrifly agrees to complete the Services and produce the Deliverables described in this Jump Start. No minimum or maximum hours are promised. Centrifly shall document agreement of the completion of these Deliverables by either party. This fee estimate does not include the travel and expenses Centrifly will incur in performing this project, as this engagement is solely conducted remotely.

Personnel

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

Background Checks. Centrifly shall perform commercially reasonable background checks on all personnel assigned by Centrifly 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 Centrifly's background check provider that the Background Check was completed successfully.

Subcontractors Permitted. Centrifly 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 Centrifly's standard Background Checks. Centrifly remains responsible for the performance of such Subcontractor. Centrifly 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.

Tasks to be completed by Client before Professional Services engagement begins

- Registered students from Client will complete the online training before the engagement begins.
- Client will determine the owner and/or responsible individual for determining privileged access to each in-scope system.
- 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 Centrifly Cloud Connector installation has been configured and meets the minimum requirements for the Centrifly Cloud Connector.

About Centrify

Centrify is the leader in securing enterprise identities against cyberthreats that target today's hybrid IT environment of cloud, mobile and on-premises. The Centrify 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. Centrify 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. Centrify is trusted by over 5000 customers, including more than half of the Fortune 50.

Learn more at www.centrify.com.

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