

Premium Services: Information Protection Workshop

This document outlines the services that Proofpoint, through its Professional Services (PPS) organization or its authorized agents, will render to the customer in relation to an assisted upgrade of the customer's Proofpoint cluster ("Services").

The Information Protection Workshop helps customers answer the question "How do I move my mail environment to the cloud reliably and securely?" It covers pitfalls to avoid; steps to consider before, during and after migration; end-user experience considerations; and opportunities to simplify a customer's mail architecture for efficiency and sustainability.

In addition, the customer receives a current as-is mail-flow architecture, which includes user- and system-generated mail, as well as a suggested optimized mail architecture design to accommodate the migration to Office 365.

Unless otherwise mutually agreed upon in writing between the Customer and Proofpoint, the Customer's acceptance of the purchase order is considered acceptance of this Service Brief as defined.

See the Fixed Bid Service Details section for terms and conditions.

For questions concerning this Service Brief, contact services@proofpoint.com.

Project Scope

Proofpoint personnel or authorized agents shall work closely with Customer personnel to perform the services listed under the section Proofpoint Professional Services Responsibilities, subject to the Customer satisfying the Customer Responsibilities specified herein.

Proofpoint Responsibilities

RESPONSIBILITY	DESCRIPTION
Project scope	<ul style="list-style-type: none"> • Facilitate planning the Office 365 roll out and integration with Proofpoint Protection Server. <ul style="list-style-type: none"> - Review customer requirements and expectations. - Discuss optimal architecture and deployment strategies, both from an infrastructure and end-user impact perspective. - Deliver a final “to be” mail architecture based on feedback from the workshop meetin
Office 365 Migration	<ul style="list-style-type: none"> • Reference Architecture <ul style="list-style-type: none"> - Proofpoint PoD and Office 365 architecture - Azure integration - User and Group synchronization - Implementing policies based on existing structure • SAML for Authentication <ul style="list-style-type: none"> - Administrator login to Management UI - End-user login to Quarantine and Encryption Services • IP Warmup <ul style="list-style-type: none"> - Close relationship to ensure our IP ranges do not get throttled, including new IPs • Email authentication <ul style="list-style-type: none"> - SPF, DKIM and DMARC • Email continuity <ul style="list-style-type: none"> - Emergency access to emails in case of and outage in the downstream Office 365 • TLS Migration <ul style="list-style-type: none"> - Review and recommendations on mandatory TLS connections with partners • Security posture <ul style="list-style-type: none"> - Define and implement the security requirements • Systems configuration <ul style="list-style-type: none"> - Implementing email authentication using Azure/SAML; setting up TLS • Final architecture <ul style="list-style-type: none"> - Implementation milestones
Training and communication	<ul style="list-style-type: none"> • Review/share results of analysis with customer personnel. • Conduct product training in regards to any configuration changes identified during the workshop. • Provide product documentation, support guide and user communication templates where require
Workshop closure	<ul style="list-style-type: none"> • Deliver a final project plan with migration plan and associated expected project timeline

NOTE: Product knowledge transfer is not a substitute for the formal Proofpoint product customer training courses. Proofpoint strongly encourages completion of Proofpoint Accredited Engineer training.

Customer Responsibilities

RESPONSIBILITY	DESCRIPTION
Project Design	<ul style="list-style-type: none"> • Complete all items listed in preengagement checklist provided at project initiation. Specifically, the customer must complete the preworkshop questionnaire and return to the professional services team. • Provide at least one technical resources with PPS system administration responsibilities and appropriate system access privileges. • Provide access to the resources responsible for the Customer's DLP and compliance policies. • Provide existing, if any, network architecture and email flow diagram of Customer's environment. • Communicate clearly business requirements, which the workshop is trying to achieve.
Delivery	<ul style="list-style-type: none"> • Ensure all relevant resources are available for kick off, planning, configuration and status meetings. • Ensure vendors and third parties are accessible as necessary during the workshop. • Assume all responsibility for network connectivity, performance, and configuration issues within Customer environment.
Workshop Closure	<ul style="list-style-type: none"> • Review the proposed recommendations the PS team submitted.

Fixed Bid Service Details

1. Proofpoint staffing

Proofpoint provides appropriate on-site and/or off-site personnel (or authorized agents) to perform the Services specified in the Proofpoint Professional Services Responsibilities of the Project Scope section of a respective Service Brief.

2. Materials

The following Proofpoint materials are provided in connection with the Services:

- Pre-engagement checklist
- Proofpoint sample project plan
- Proofpoint sample test plan
- Product documentation

3. Services scope changes

Any changes to the Services, the project schedule, costs of Services or this Service Brief must be mutually agreed upon by Proofpoint and the Customer in writing. Depending on the scope of such changes, Proofpoint may require that an additional separate Professional Services Statement of Work and/or change order ("Change Order") be created and signed by the parties. The Statement of Work and/or Change Order will detail the change, impact of the proposed change on costs/schedule as well as any other relevant terms to be mutually agreed to in writing.

4. Service schedule

The anticipated Service start date is a mutually agreed upon start date after receipt and approval by Proofpoint of the Customer's purchase order for the respective Service. Customer shall have twelve (12) months from the date of Proofpoint invoice to use the Services described herein ("Service Period"). Proofpoint's obligation to provide the Services shall automatically expire on the last day of the Service Period, unless otherwise agreed by Proofpoint. Under no circumstances shall the Customer be entitled to a credit or refund of any unused portion of the Services.

5. Services scope exclusions

Proofpoint is responsible for performing only the Services described in this Service Brief. All other services, tasks and activities are considered out of scope, including, but not limited to the following:

- i. Any additional hardware, software or network configuration not listed in a respective Service Brief
- ii. Any change to the hardware, software or network configuration listed in a respective Service Brief
- iii. Modification of the Customer's application software, hardware or network configuration, including but not limited to installation and configuration of certificates on customer's systems
- iv. Development of custom solutions including without limitation, scripting and custom dictionaries
- v. Migration of logs or quarantine data from an existing Proofpoint or another vendor's solution

6. Acceptance of services

Upon completion of the Services, Proofpoint shall provide written notice (which may be via email) that the Services have been completed. The Services (and associated deliverables) shall be accepted upon completion of the Services by Proofpoint.

7. Fixed bid service fee

The Services described in this Service Brief are delivered during Proofpoint normal business hours (9 a.m. to 2 a.m. GMT, Monday through Friday, excluding Proofpoint and local region holidays).

The Services described in this Service Brief are performed on a fixed-price basis at the fees specified in the applicable Proofpoint issued quote for such Services. Such Services are limited to a maximum of twelve (12) consecutive weeks of activity. Interruptions in the Services due to scheduling conflicts by the customer may cause a change in resources and scope as detailed in the Services Scope Changes section above.

The Services will be delivered using Proofpoint's standard delivery model, which may include both on-site and off-site remote delivery of the Services. If the Customer requires a different delivery model (for example, 100% on-site delivery of Services), the charges, expenses, scope of work and/or schedule are subject to modification in accordance with the Services Scope Changes section above. Unless the Customer authorizes such a Change Order, Proofpoint and the Customer agree that Proofpoint's standard delivery model will apply for the Services.

8. Invoicing schedule

Customer will reimburse Proofpoint for the reasonable out-of-pocket expenses incurred in the performance of the Services. Out-of-pocket expenses shall include airfare, lodging, meals, ground transportation as well as all other travel related expenses. Proofpoint will make reasonable efforts to use travel services such as corporate air and hotel rates as requested by Customer. Proofpoint shall obtain Customer's written approval prior to incurring any such expenses. Invoices are issued upon Proofpoint receipt and approval of the Customer's purchase order. Customer authorizes Proofpoint to invoice for, and shall pay additional amounts related to:

- i. Services Scope changes or exceptions
- ii. Reimbursement of travel related expenses
- iii. Performance outside Proofpoint normal business hours

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For more information, visit [proofpoint.com](https://www.proofpoint.com).

ABOUT PROOFPOINT

Proofpoint, Inc. is a leading cybersecurity and compliance company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including more than half of the Fortune 1000, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web. More information is available at www.proofpoint.com.

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