



Implementation of Safetica Pro in Customer's Environment by Safetica Customer support team

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Introduction

Safetica offers implementation of Safetica products by a team of in-house Solution Engineers, who have experience from hundreds of Safetica deployments ranging from small, 10-seat companies, all the way to international projects spanning thousands of endpoints.

This document describes the scope of such implementation.

The service is best suited for companies that require vendor-based expertise during an implementation, and for partners who do not have the required Tier certification to deliver this kind of projects.

It is not a mandatory part of Safetica license, but it is a mandatory part of specific orders, as described in [Safetica Partner Program](#). Partners are also encouraged to deliver Safetica as a part of their business model.

Scope of Safetica Protection Implementation

The scope of Implementation is designed to maximize the utility of Safetica based on customer's environment, his data protection needs, and the result of an initial Safetica Security Audit.

In general, implementation involves the following activities:

- Installation of the Safetica server (Safetica Management Service, Safetica Console).
- Connection to an existing MS SQL database or installation of a new MS SQL Server Express.
- Initial Safetica configuration (monitoring, license, SMTP, language, ...).
- Creating Downloader Agent installer for deployment with customer's cooperation.
- Check if there is any incompatible SW on endpoints and if endpoints meet minimal requirements. Installation of Safetica Client on a selected part of the environment.
- Creating a Security Audit which is a report containing security findings and recommendations.
- Installation of Safetica Client on remaining computers.
- Configuration of policies for, Audit, Alerts, Reports and basic DLP (content-based and general policies) according to Security Audit results, customer's needs, and our best practices
- Handing over a complete project to the customer.
- Training of the customer's Safetica administrator(s).

As with any software deployment, there are requirements that must be fulfilled prior and during the deployment. In our service model, a customer (or their partner) is responsible for securing these requirements:

1. The customer's IT environment meets [minimal system requirements](#) for Safetica, both Server and Endpoints.
2. The customer has provided an MS SQL server for Safetica database or agrees to have MS SQL Express installed (with knowledge of its limitations in terms of performance and size limits).
3. The customer has dedicated an Safetica admin, who will act as the main point of contact for Safetica and will support the deployment with the necessary on-site activities (distribution of Downloader Agents, ad-hoc hands-on activities stemming from the project).
4. The customer provides permanent access to Safetica server by any means remote connection.

Time schedule and scope will be tailored for a specific project and it will be agreed on directly with a customer. All details will be defined and confirmed in Scope of Work.

Definition of Working Hours

Standard Hours

Monday – Friday, 8:00 AM – 5:00 PM Central European Time (CET/CEST)

Extended Hours

Monday – Friday, 7:00 AM – 9:00 PM Central European Time (CET/CEST)

Extended hours are not included in default Support SLA, these can be agreed on ad-hoc in specific cases. Please, contact you channel manager.

Note: The nature of Safetica implementation allows for the vast majority of implementation activities to take place without Customer's or Partner's involvement or outside their business hours, without any impact on the duration or quality of the implementation. On the other hand, we understand that there may be a need to schedule an activity outside our business hours – which we are happy to accommodate when the need arises.

General Conditions

Implementation

- Projects will be delivered remotely, which requires a certain level of participation by the customer's IT staff.
- Other options for Safetica Implementation method can be considered individually. All costs of such method will be covered on top of the order. For more details, contact you channel/account manager.

Language

- Safetica Delivery in-house team provides implementation and communication in English.

