TREND MICRO™

Trend Micro™ Professional Services

QUICKSTART DEEP SECURITY™ DEPLOYMENT CONSULTING SERVICE

Deployment assistance in a physical, cloud, and hybrid environment

Trend Micro™ Deep Security™ provides comprehensive security in one solution that is purpose-built for virtualized and cloud environments so there are no security gaps or performance impacts. Though Deep Security modules can be customized to meet business and security requirements, unfamiliarity with hybrid security solutions might pose a number of implementation concerns.

Trend Micro™ QuickStart Remote or On-Site Deep Security™ Deployment Consulting Service
package equips IT resources with expert knowledge that will fully optimize your security solution and protect valuable assets. Trend Micro deployment consultants will either come to your location or use web conferencing tools to assist your staff in ensuring the optimal security implementation for your environment.

Key Benefits

- Accelerates time to protection
- Increases return on investment
- Reduces implementation risk
- Accelerates time-to-value
- Direct access to Trend Micro product experts
- In-depth knowledge of best practices

SERVICES DESCRIPTION

- **Pre-Deployment Planning:** Pre-deployment planning call to discuss customer requirements, recommended deployment architecture and system prerequisites.

- **Management Server Installation:** Assist with installing or upgrading console server for Trend Micro product.

- **Best Practices Configuration:** Assist with basic configuration of the console according to recommended best practices.

- **Policy Management:** Demonstrate creating and applying policies. Assist with configuring limited number of policies.

- **Agent Deployment:** Assist with creating an agent installation package or deployment script. Assist with deploying agent to limited number of test endpoints / servers.

- **Agentless Deployment:** Assist with deploying agentless protection to a limited number of hosts. Assist with installing and integrating VMware components to support agentless protection.

- **Module Configuration:** Assist with configuring a module and policy creation to meet specific needs.

- **Console Administration:** Provide console walkthrough and training on administering the product console.

- **Post-Deployment Resources:** Highlight product specific online resources and provide tutorial on engaging customer support.
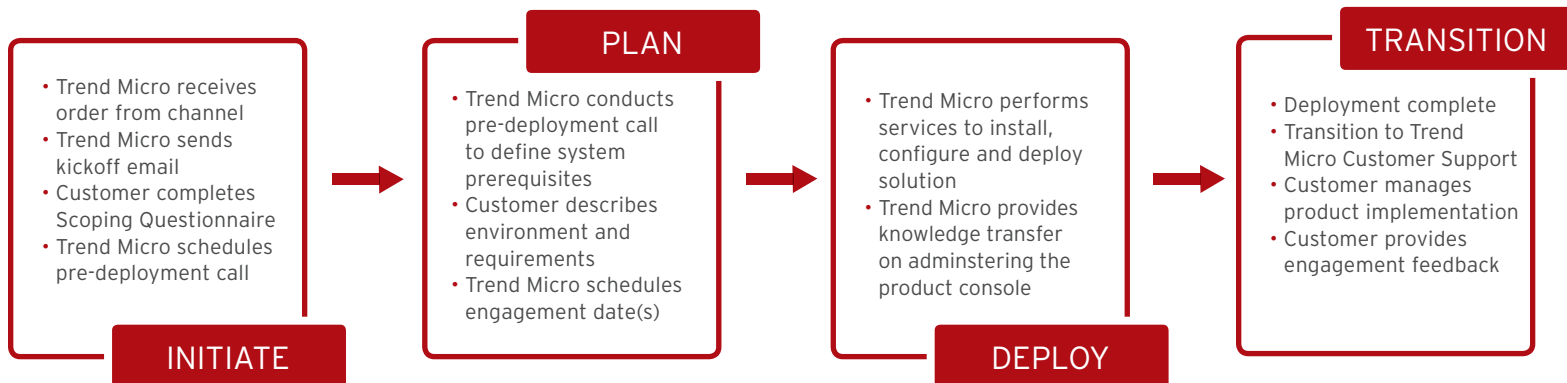
DELIVERABLES

MILESTONES	TARGET OR LIMITATION
AGENT-BASED	
Management Console Installed / Upgraded	1 Console
Agents Deployed to server	up to 25 agents
Module Configured	1 module
Policies Created	1 - 2 policies
Knowledge transfer on administering the console	remaining time after milestones above achieved
Delivery Method | Engagement Time	Remote / On-Site | not to exceed 8 hours during 1 business day
AGENTLESS / COMBINED MODE	
Management Console Installed / Upgraded	1 Console
Agents Deployed to server / Agentless protection on host	up to 25 agents / VMs on 1 ESXi host
Module Configured	1 module
Virtual Appliances Installed	1 VMware NSX Manager, 1 Deep Security Virtual Appliance
Policies Created	1 - 2 policies
Knowledge transfer on administering the console	remaining time after milestones above achieved
Delivery Method | Engagement Time	Remote / On-Site | not to exceed 16 hours during 2 business days

PACKAGE SKUs

SKU	DESCRIPTION
AGENT-BASED	
PDNM0001	QuickStart Deep Security Remote Deployment Service (1 DSM Console, up to 25 agents, 1 module, no vShield, 1 day, up to 8 hours)
PDNM0003	QuickStart Deep Security On-Site Deployment Service (1 DSM Console, up to 25 agents, 1 module, no vShield, 1 day, up to 8 hours)
AGENTLESS / COMBINED MODE	
PDNM0002	QuickStart Deep Security Remote Deployment Service (1 DSM Console, up to 25 agents, 1 module, includes vShield, 2 days, up to 16 hours)
PDNM0004	QuickStart Deep Security On-Site Deployment Service (1 DSM Console, up to 25 agents, 1 module, includes vShield, 2 days, up to 16 hours)

SERVICES DELIVERY METHODOLOGY

INITIATE
- Trend Micro receives order from channel
- Trend Micro sends kickoff email
- Customer completes Scoping Questionnaire
- Trend Micro schedules pre-deployment call

PLAN
- Trend Micro conducts pre-deployment call to define system prerequisites
- Customer describes environment and requirements
- Trend Micro schedules engagement date(s)

DEPLOY
- Trend Micro performs services to install, configure and deploy solution
- Trend Micro provides knowledge transfer on adminstering the product console

TRANSITION
- Deployment complete
- Transition to Trend Micro Customer Support
- Customer manages product implementation
- Customer provides engagement feedback

OUT OF SCOPE

The following areas are considered "out of scope" for a QuickStart Deep Security Deployment Service engagement:

- Practical ("hands on keyboard") delivery of services
- Development of deployment architecture diagrams
- Development of customer software or scripts
- Project Management
- Any data / policy migration
- Network troubleshooting and/or reconfiguration
- Provisioning of hosts / racking of appliances or servers
- Delivery of classroom training offerings
- Creation of run-book or custom operating procedure documentation
- Any services not clearly specified in this Datasheet or services beyond the license limitations of the purchased products

TERMS AND CONDITIONS

The Terms and Conditions which constitute the entire agreement between Trend Micro and Customer with respect to the QuickStart Deep Security Deployment Service package, unless otherwise agreed to in writing by an Authorized Reseller of Trend Micro, can be found here.

TREND MICRO™

Securing Your Journey to the Cloud