

# FastForward Onboarding<sup>SM</sup> Support Services

The two types of customer support service appointments offered include:

1. Guided Activation appointments
2. Do-It-For-Me Onboarding appointments

Below is a summary of each support appointment type and details around the services the Cloud Engineer will cover.

## Hosted Microsoft Exchange

Guided Activation	Do-It-For-Me Onboarding
<p>Assist with creating up to five users manually <i>(We <b>do not</b> walk the customer through batch uploads or Active Directory syncing)</i></p> <p>Install and configure <b>one</b> Outlook and mobile device</p> <ul style="list-style-type: none"><li>- Deliver video setup instructions for configuring additional accounts</li></ul> <p>Email migration for up to <b>one</b> account</p>	<p>Create a detailed migration plan</p> <p>Create up to 75 users and complete email migration</p> <p>Setup and configure as many copies of Outlook as needed</p> <ul style="list-style-type: none"><li>- Webinar to assist customer with setup and basic product functionality <i>(will be recorded and provided to customer)</i></li></ul>
Est. Total Time: 2 Hrs	Est. Total Time: 4.5 Hrs

## Hosted Microsoft Lync

Guided Activation	Do-It-For-Me Onboarding
<p>Create up to <b>two</b> Lync users <i>(no batch creation or Active Directory synchronization)</i></p> <p>Install and configure up to <b>two</b> Microsoft Lync clients</p> <p>Demonstrate basic Microsoft Lync functionality</p>	<p>Assist with creating as many Microsoft Lync users as needed via automated upload</p> <p>Setup and configure as many copies of Microsoft Lync as needed</p> <ul style="list-style-type: none"><li>- Webinar to assist the customer with installing and configuring, and basic product functionality <i>(will be recorded and provided to customer)</i></li></ul>
Est. Total Time: 1 Hr	Est. Total Time: 2 Hrs

## Hosted Microsoft SharePoint

Guided Activation	Do-It-For-Me Onboarding
<p>Create <b>one</b> user <i>(no batch creation or Active Directory synchronization)</i></p> <p>Assist customer with selecting a site template</p> <p>Demonstrate basic Microsoft SharePoint functionality</p> <ul style="list-style-type: none"> <li>- Explain how to upload and edit a document</li> </ul>	<p>Assist with creating as many users as needed via automated upload</p> <p>Configure groups and add users to them</p> <p>Configure site permissions per customers' needs</p> <p>Provide design assistance and site architecture services</p> <p>In-depth walkthrough of popular product features</p> <p>Upload key documents to populate the new site</p>
Est. Total Time: 0.75 Hrs	Est. Total Time: 3 Hrs

## McAfee Web Protection

Guided Activation	Do-It-For-Me Onboarding
<p>Set up <b>one</b> user</p> <p>Provide a brief overview of account management and policies</p>	<p>Set up all users via WDS Connector OR conduct a Webinar to assist with installing and configuring McAfee Client Proxy</p> <p>Provide an in-depth walkthrough of policies and optionsd</p> <ul style="list-style-type: none"> <li>- Provide policy setup examples</li> <li>- Best practices</li> <li>- Overview of Dashboard KPIs</li> </ul>
Est. Total Time: 1 Hr	Est. Total Time: 2.5 Hrs

## McAfee Email Protection & Continuity

Guided Activation	Do-It-For-Me Onboarding
<p>Create up to <b>two</b> users</p> <p>Configure the DNS records to allow customer to begin using the product</p> <p>Brief overview of the McAfee Control Console</p>	<p>Assist with creating as many users as needed <i>(via automated upload or Active Directory synchronization)</i></p> <p>In-depth walkthrough of the McAfee Control Console</p> <ul style="list-style-type: none"> <li>- Configure policies per customer's needs</li> </ul>
Est. Total Time: 0.5 Hr	Est. Total Time: 1.5 Hrs

## McAfee Email Archiving, 1-Year Retention & Multi-Year Retention

Guided Activation	Do-It-For-Me Onboarding
<p>Create <b>one</b> user</p> <p>Provide a brief overview of the McAfee Control Console</p> <p>Connect Journal mailbox to McAfee Email Archiving (if Microsoft Exchange is provided by savvisdirect) OR explain how customer may connect themselves (if Microsoft Exchange is not provided by savvisdirect)</p>	<p>Assist with creating as many users as needed (via automated upload or Active Directory synchronization)</p> <p>Activate Journal mailbox on customer's current email system (even if email is not provided by savvisdirect, i.e.: local Microsoft Exchange server, external hosted email, etc.)</p> <p>Provide an in-depth walkthrough of the McAfee Control Console</p> <ul style="list-style-type: none"> <li>- Configure policies and options per customer's needs</li> </ul>
Est. Total Time: 0.5 Hr	Est. Total Time: 2 Hrs

## MessageSolution Email Archiving & eDiscovery

Guided Activation	Do-It-For-Me Onboarding
<p>Create up to two users.</p> <p>Provide a brief overview of the savvisdirect Management Console</p> <p>Connect Journal mailbox to Message Solution (if Microsoft Exchange is through savvisdirect) OR explain how customers may connect themselves (if Microsoft Exchange is not through savvisdirect)</p>	<p>Set up all users via "Push" install OR Webinar to ensure setup of all users</p> <p>Provide an in-depth walkthrough of the security center</p> <ul style="list-style-type: none"> <li>- Provide policy setup examples</li> <li>- Review best practices</li> <li>- Overview of Dashboard KPIs</li> </ul>
Est. Total Time: 1 Hr	Est. Total Time: 2 Hrs

## McAfee Endpoint Protection

Guided Activation	Do-It-For-Me Onboarding
<p>Set up <b>one</b> user</p> <p>Provide a brief overview of McAfee agent controls</p>	<p>Set up all users via "Push" install OR Webinar to ensure setup of all users</p> <p>Provide an in-depth walkthrough of the security center</p> <ul style="list-style-type: none"> <li>- Provide policy setup examples</li> <li>- Review best practices</li> <li>- Overview of Dashboard KPIs</li> </ul>
Est. Total Time: 1 Hr	Est. Total Time: 2 Hrs

## Secure Online Backup

Guided Activation	Do-It-For-Me Onboarding
<p>Create <b>one</b> user and install the Backup Client on <b>one</b> machines</p> <p>Assist the customer with performing first full backup</p> <p>Explain how to select files and set a backup schedule</p>	<p>Assist with creating <b>as many</b> users as needed</p> <p>Conduct a Webinar for <b>all</b> users that will cover the following:</p> <ul style="list-style-type: none"> <li>- Installing the backup client</li> <li>- Selecting files</li> <li>- Setting a schedule</li> <li>- Conducting the first backup</li> </ul>
Est. Total Time: 0.5 Hr	Est. Total Time: 1.5 Hrs

## Using SiteBuilder to Create Site

Guided Activation	Do-It-For-Me Onboarding
<p>If the customer has an existing website to transfer, work with the customer to create a migration plan (<i>we <b>will not</b> be transferring website for the customer</i>)</p> <p>Configure the DNS records to allow customer to begin using the product</p> <p>Provide a high-level walkthrough of savvisdirect SiteBuilder, Attracta and Webmail</p>	<p>Assist the customer with creating a website plan and executing that plan using savvisdirect SiteBuilder</p> <p>Populate customer-provided copy, imagery and assets into savvisdirect SiteBuilder website template (<i>we <b>will not</b> be creating new website content for the customer</i>)</p> <p>Submit customer's site to Attracta (<i>if website is ready</i>) and cover all available options</p>
Est. Total Time: 1 Hr	Est. Total Time: 2.5 Hrs

## StopTheHacker — Website Health & Reputation Monitoring

Guided Activation	Do-It-For-Me Onboarding
<p>Provide a brief overview of the StopTheHacker Control Panel</p> <p>Assist with creating an FTP user and demonstrate where to input the FTP credentials into StopTheHacker</p>	<p>Connect StopTheHacker to the customer's FTP directory</p> <p>Configure <b>all</b> available options for the customer</p> <p>Perform the first website scan and:</p> <ul style="list-style-type: none"> <li>- Interpret the scan results</li> <li>- Fix issues that StopTheHacker can resolve</li> <li>- Show the customer additional</li> </ul> <p>Provide a detailed explanation of blacklists, how to be removed from blacklists, and reputation management</p>
Est. Total Time: 0.5 Hr	Est. Total Time: 1.5 Hrs

## SiteLock — Website Health & Reputation Monitoring

Guided Activation	Do-It-For-Me Onboarding
<p>Provide a brief overview of the SiteLock Control Panel</p> <p>Assist with creating an FTP user and demonstrate where to input the FTP credentials into SiteLock</p>	<p>Connect SiteLock to the customer's FTP directory</p> <p>Configure <b>all</b> available options for the customer</p> <p>Perform the first website scan and:</p> <ul style="list-style-type: none"> <li>- Interpret the scan results</li> <li>- Fix issues that SiteLock can resolve</li> <li>- Show the customer additional available resources to fix vulnerabilities</li> </ul> <p>Provide a detailed explanation of blacklists, how to be removed from blacklists, and reputation management</p>
Est. Total Time: 0.5 Hr	Est. Total Time: 1.5 Hrs

## Pinnacle Cart — eCommerce Store

Guided Activation	Do-It-For-Me Onboarding
<p>Provide a brief overview of how Pinnacle Cart works</p> <p>Specify a subdomain and assist with DNS configuration for store attachment</p> <p>Assist with creating <b>one</b> sample product</p> <p>Explain payment and shipping options, and how to link the store to an existing website</p>	<p>Connect the Payment Gateway, Shipping Gateway, and configure options and settings for payment and shipping</p> <p>Insert a hyperlink to the customer's store onto the customer's <b>SiteBuilder website</b></p> <p>Assist with creating all products <i>(via CSV upload, if CSV is not prepared, manually create up to 10 products)</i> add images, categories and selection options</p> <p>Assist with store layout, design, uploading of a logo and provide an overview for apps <i>(3rd party add-ons)</i> and charts (analytics)</p>
Est. Total Time: 1 Hr	Est. Total Time: 2.5 Hrs

## Why Choose CenturyLink Cloud Services?

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