



Professional Services

ProStart Remote

Every Code42 deployment starts with a ProStart service—a powerful roadmap to get customers up and running with all aspects of the Code42 solution. Our proven workshop-driven approach is designed to get you operational quickly without a lengthy implementation timeframe or large investment. The ProStart deployment workshop provides an interactive platform to define the design of your Code42 solution, and familiarizes your team with the Code42 console—maximizing knowledge transfer and accelerating your success in the process.

ProStart Scope—Remote Deployment (25-500 Seats)

Milestone 1: Project Initiation

- Project Initiation
 - Discuss onsite project requirements
- Architecture and Design Workshop
 - Best practice configuration consultation
 - Review network configuration alternatives
 - Firewall rules for managing client-server traffic

Milestone 2: Setup and Configuration

- Hardware and OS Installation (to be completed by customer)
 - Rack, power and cable physical hardware or provision VM
 - Configure the Code42 environment on the newly set up server(s) (IP addresses, network connectivity, and OS installation and updates)
- Remote Screen Share (with Code42)
 - Validate connectivity and install the Code42 server software
- Cloud Destination Configuration
 - Provision cloud destination in the Code42 Cloud
 - Add destinations to customer's master server
- Authentication Configuration
- Code42 Verification
 - Configure and initiate at least one device for backup and recovery

Milestone 3: Configuration and Consultation

- Administration Setup and Configuration Workshop

- Configure basic directory authentication
- Provision administrator accounts
- Hands-on console walk-through and best practices to help initiate client deployment
- Database Backup Best Practices
- Settings and Deployment Options
 - Backup policy and best practices for exclusions, end-user modification, retention and organizational hierarchy
 - Email template review and configuration
 - Email relay setup for periodic alerting and reporting
 - Web app introduction to legal hold, file search and reporting
- Advanced Directory Integration
 - Review requirements and implement active directory custom scripting
 - Implement 2-factor setup via RADIUS or SSO (SAML 2.0) if needed
- Client Deployment Solution
 - Review environment and create custom installers for managed endpoints (OS X, Windows, Linux (as needed))
- Appliance Monitoring Configuration (Code42 appliance-specific)
 - Onsite appliance setup and monitoring
 - Configure contact information with the Enterprise Cloud Management team for 24x7 appliance support (not applicable for customer hardware installations)
- Cobranding Options



Milestone 4: Customer Rollout Support

- Ongoing Project Management
 - Scheduled working sessions with dedicated project engineer
 - Periodic status calls with dedicated project team
- End of project transition call to Code42 Customer Champion team or Technical Account Manager (if applicable)

Implementation Team

A successful project is a shared responsibility. Code42 Professional Services partners with your team throughout your deployment and beyond.

TEAM	ROLE	RESPONSIBILITY
Code42	Professional Services Solutions Consultant	<ul style="list-style-type: none"> Technical point of contact Deploys and configures Code42 hardware/software Provides best practices and recommendations tailored to your organization
	Technical Account Manager (if purchased)	<ul style="list-style-type: none"> Technical point of contact after the project has completed Continued guidance on recommendations and best practices as your needs evolve
	Customer Champion Team	<ul style="list-style-type: none"> Provides 24x7 customer support for Code42 client administrator and end users
	Customer Success Manager	<ul style="list-style-type: none"> Manages Code42-customer relationship to ensure success and overall satisfaction
Customer	Code42 Administrator	<ul style="list-style-type: none"> Manages administration of the Code42 server(s) Primary point of contact
	Network Engineer	<ul style="list-style-type: none"> Manages firewall rules Manages QoS policies for backup traffic flow
	Package Deployment Administrator	<ul style="list-style-type: none"> Helps implement the silent push installation Determines rollout policy and procedures
	Retention and Policy Manager	<ul style="list-style-type: none"> Provides direction for backup policies Determines what gets backed up and frequency
	LDAP Administrator	<ul style="list-style-type: none"> Provides direction on what attributes are available to automatically manage users within Code42 Provisions bind account for Code42 to search the directory

Out of Scope

- Legal hold consultation and configuration
- Security Center customization

Assumptions

- ProStart services take place in multiple sessions, including an initial remote workshop, two days at the customer site and follow-up remote working sessions
- Code42 is not responsible for customer-provided hardware/OS configurations
- All services will be conducted in English