



## Professional Services

# ProStart Remote

AWS Authority

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 project requirements
- Architecture and Design Workshop
  - Best practice configuration consultation
  - Review network configuration alternatives
  - Review firewall rules for managing client-server traffic

### Milestone 2: Setup and Configuration

- AWS Cloud Authority Provisioning and Configuration
  - Provision EC2 instance in AWS
  - Set \*.c.code42.com DNS
  - Add Code42 destinations to AWS Authority
- Authentication Configuration
- Code42 Verification
  - Configure and initiate at least one device for backup and recovery

### Milestone 3: Code42 Configuration and Consultation

- Administration Setup and Configuration Workshop
  - Configure basic directory authentication
  - Provision administrator accounts
  - Hands-on console walk-through and best practices discussion 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))
- Code42 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: Code42 Configuration and Consultation

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

#### 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