

VMware Carbon Black EDR

Professional Services Quick Start Package

Overview

The VMware Carbon Black EDR Professional Services Quick Start Package provides implementation services to assist Customer with getting started with the VMware Carbon Black EDR license purchase. A VMware Consultant will work jointly with the Customer team via remote working sessions to implement and configure VMware Carbon Black EDR.

Knowledge Requirements

It is highly recommended that at least one Customer representative have knowledge of the VMware Carbon Black EDR Administration function. To obtain this knowledge, Customer should attend the VMware Carbon Black EDR Administration training course (to be purchased separately) within the first month of commencing the implementation project.

Project Activities

- Lead project kickoff call and produce project definition document
- Build VMware Carbon Black EDR master server (one administration console)
- Deploy up to two (2) VMware Carbon Black EDR sensors manually and then guide creation of sensor deployment package
- Configure VMware Carbon Black EDR Network Integration Connectors
- Setup syslog/CEF for SIEM solution
- Lead user interface ("UI") walkthrough
- Lead tuning / Q&A working session
- Transition to Company support
- Provide project closure notification email

Project Scope

License Quantity	≤1,000	>1,000 to ≤3,000	>3,000 to ≤5,000	>5,000 to ≤10,000
Up to # Hours	14	16	18	22

Out of Scope

The VMware Carbon Black EDR Quick Start Package does not include:

- Customer solution training other than the defined in scope services
- Configuring more than one administration console
- Developing custom documentation
- Building of custom scripts or feeds
- Performing custom threat feed configuration
- Remediation/removal of unauthorized, malicious, or unwanted files
- Investigation and analysis of potential malware and threats
- Troubleshooting integration or infrastructure issues when deemed to be non-Company product issues

Project Scheduling

After Customer purchases the Package, Customer will receive an email notification with instructions on engaging the VMware Professional Services team to schedule the project kickoff call.

Travel Expenses: Travel expenses are not included in the Package.

Customer Team: The Customer is expected to provide the appropriate personnel to support the implementation service's working sessions.

Cancellations: Provider will decrement the Customer's allotted hours for any planned remote session time, on a per resource basis, that is cancelled within two (2) business days of the scheduled time.

Communication in English: Provider assumes that all communication between Provider and Customer, verbal and written, will be in English.

Working Hours: VMware Professional Services will be performed during normal VMware business hours and workdays (weekdays and non-holidays).

Terms and Conditions

This Datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions (see <http://www.vmware.com/files/pdf/services/tc.pdf>). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside the United States, the VMware contracting entity will be VMware International Limited.

If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase, or the service will be forfeited.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

