

VMware Carbon Black Hosted EDR Migration

Professional Services Package

Overview

The VMware Carbon Black Hosted EDR Migration Professional Services Package provides implementation services to assist Customer with migrating from VMware Carbon Black EDR deployment to a new VMware Carbon Black Hosted EDR deployment. A VMware Consultant will work jointly with the Customer team via remote working sessions to provide recommended best practices advice and product knowledge transfer to assist Customer with the migration.

The Package requires the following:

- The purchase of VMware Carbon Black Hosted EDR licenses to replace the existing VMware Carbon Black EDR licenses
- It is expected that at least one (1) member of the Customer team has completed the VMware Carbon Black Hosted EDR administrator training course

Project Activities

- Lead project planning call
- Review important differences in using VMware Carbon Black EDR and VMware Carbon Black Hosted EDR
- Guide the effort to redirect VMware Carbon Black EDR sensors to the new VMware Carbon Black Hosted EDR instance
- Assist in the redeployment of SSL certificates, migration of watchlists, configuration of IP filter settings, and integration of your SIEM solution, if applicable, with VMware Carbon Black Hosted EDR
- Transition to Company support
- Provide Project closure notification email

Project Scope

The professional services hours included in this package is up to four (4) hours.

Out of Scope

The VMware Carbon Black Hosted EDR Migration Package does not include:

- Customer solution training other than the defined in scope services
- 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 migration 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.

