

Mimecast Implementation Services

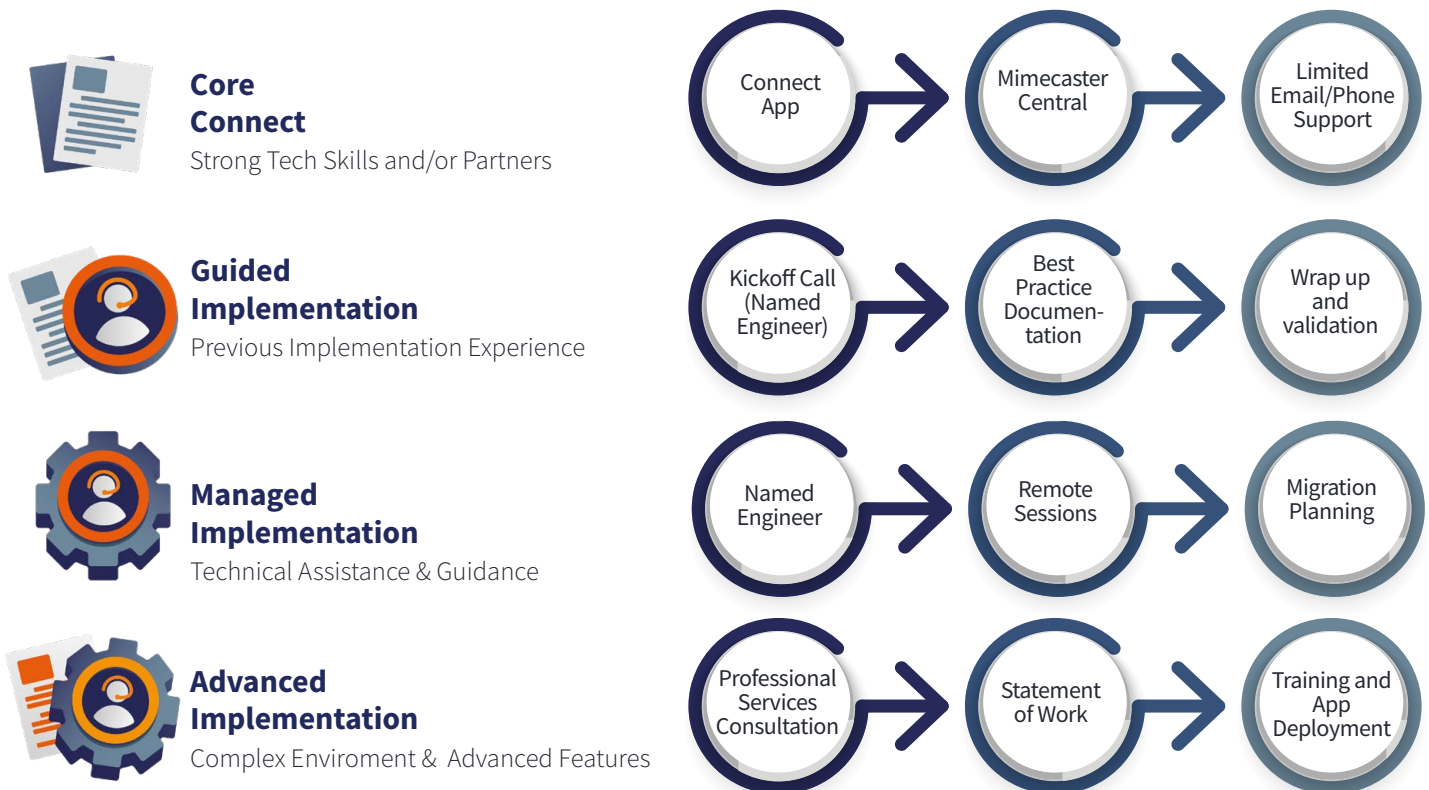
Mimecast's Implementation Services focus on delivering the maximum value for you, in the shortest time possible, so that you can take full advantage of the products that you have purchased, regardless of your size.

OUR EXPERTISE:

- Tens of thousands of successful implementations globally
- Best practices developed across a multitude of customer organizations
- Staffed with Mimecast experts who truly understand the enterprise email ecosystem

Implementation Services

Mimecast's implementation team is staffed globally by individuals that truly understand how email operates and all the technical and business processes that are associated with it. Our team are trained in-house and receive continuous development to stay current on the latest technology and regulatory developments. Your implementation is supported by multiple teams to ensure a smooth and seamless transition from pre-sale to implementation and beyond.



Implementation Services



	Core Connect	Guided Implementation	Managed Implementation	Advanced Implementation
Account provisioning	✓	✓	✓	✓
Custom Implementation via Statement of Work				✓
Connect App*	✓	✓	Available	Available
Mimecaster Central	✓	✓	✓	✓
Implementation Guide	✓	✓	✓	✓
Best practice documentation	✓	✓	✓	✓
Ad-hoc Email/Phone Support	✓	✓	✓	✓
Scheduled Email/Phone Support		✓	✓	✓
Regular scheduled calls & remote sessions			✓	✓
Kick-off call		✓	✓	✓
Named Implementation Engineer		✓	✓	✓
Professional Services Consultant				✓
Hosted scoping call			✓	✓
Knowledge transfer at key milestones			✓	✓
Legacy policy review & migration			✓	✓
Weekly Status updates			✓	✓
Migration Planning			✓	✓
Basic System Admin Training			✓	✓
Implementation Completion Call			✓	✓
Set-up & config by professional services team				✓
Project Planning				✓
Online/Onsite consultation				✓
Weekly Status Calls				✓
eDiscovery Session				✓
Customer Engagement Manager				✓
End-user app set-up				✓

*Typically not used in Advanced Implementations but available for use.

Available to customers using **on premise Exchange, hosted Exchange or Office 365** only



Mimecast Core Connect

Mimecast's Implementation Services focus on delivering the maximum value for you, in the shortest time possible, so that you can take full advantage of the products that you have purchased, regardless of your size.

To complete within 30 days of the kick off call.

Customers that require a longer period to deploy the Mimecast solution should contact their Sales or Customer Success representative.

Description of Implementation

Mimecast will provide account provisioning and our proprietary Connect Application and/or email template instructions. Additional documentation on configuring the service is provided on Mimecast Central combined with email and telephone support, as required, during the implementation phase.

Customer responsibilities

- Ability to make necessary internal infrastructure changes including (but not limited to); DNS records, environmental mail routing configurations and firewall changes.
- Utilize the Mimecast Connect Application (where applicable+) throughout the implementation to complete the required onboarding tasks.
- Knowledge of your local email infrastructure (Exchange, O365, GApps, etc) as well as Directory Services

Items not listed in this Service Description may require consulting time or an upgrade to a higher package (Managed or Advanced) depending on environmental or solution complexity and/or customer needs.

What is included in a Core Connect?

- Implementation Guide
- Access to Mimecast Central, our online community
- Access to Mimecast's online Knowledge Base
- Connect Application+

Items unavailable with Core Connect

- Dedicated Implementation Engineer
- Remote sessions
- Creation of Archive Power Tools and/or Sync and Recover tasks
- End-user application deployment (i.e., SCCM, GPO)
- Creation or migration of custom or legacy data loss prevention services
- Changes to local infrastructure (i.e., firewall configuration, routing, SSL certificates)
- Personalized training
- Custom HTML, stationery or branding
- Creation of customized content libraries (i.e., DLP, Regex)

Available to customers using **on premise Exchange, hosted Exchange or Office 365** only



Mimecast Guided Implementation

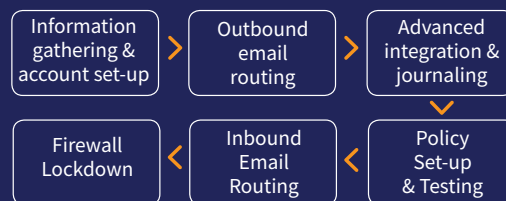
Mimecast's Implementation Services focus on delivering the maximum value for you, in the shortest time possible, so that you can take full advantage of the products that you have purchased.

To complete within 30 days of the kick off call.

Customers that require a longer period to deploy the Mimecast solution should contact their Sales or Customer Success representative.

Implementation stages

With ongoing & scheduled administrator training & knowledge transfer



Description of Implementation

Guided implementations are ideal for organizations that have technical staff capable of implementing the Mimecast solution in their environment but would benefit from some proactive guidance and postimplementation validation.

Working with a Mimecast Implementation Engineer and using our Connect Application, customers will be able to fast track their onboarding and maximize their time to value.

Customer responsibilities

- Ability to make necessary internal infrastructure changes including (but not limited to); DNS records, environmental mail routing configurations and firewall changes.
- Utilize the Mimecast Connect Application (where applicable+) throughout the implementation to complete the required onboarding tasks.
- Knowledge of your local email infrastructure (Exchange, O365, GApps, etc) as well as Directory Services (active Directory, Azure, etc).

Items not listed in this Service Description may require consulting time or an upgrade to a higher package (Managed or Advanced) depending on environmental or solution complexity and/or customer needs.

What is included in Guided Implementation?

- Named Implementation Engineer
- Mimecast Onboarding Kit including; Connect App+, Mimecater Central implementation
- Documentation and links to training videos
- Mid-point check-in status call (includes service optimizations)
 - Targeted Threat Protection policy configuration overview (guidance on the creation of 1 policy per product)
 - Advanced user authentication best practice (guidance on two-factor authentication)

Out of scope

- Creation of Archive Power Tools and/or Sync and Recover tasks
- End-user application deployment (i.e., SCCM, GPO)
- Creation or migration of custom or legacy data loss prevention services
- Changes to local infrastructure (i.e., firewall configuration, routing, SSL certificates)
- Personalized training
- Custom HTML, stationery or branding
- Creation of customized content libraries (i.e., DLP, Regexes)



Mimecast Managed Implementation

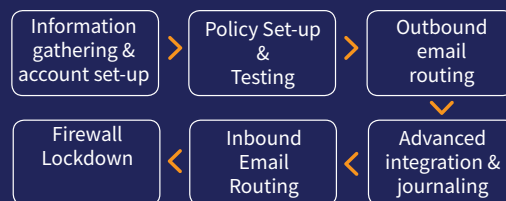
Mimecast's Implementation Services focus on delivering the maximum value for you, in the shortest time possible, so that you can take full advantage of the products that you have purchased.

To be completed within 45 days of the service start date.

Customers that require a longer period to deploy the solution should contact their Sales or Customer Success representative.

Implementation stages

With ongoing & scheduled administrator training & knowledge transfer



Description of Implementation

The Mimecast Managed Implementation provides customers with an experienced Mimecast Implementation Consultant who will ensure Mimecast Services are implemented according to Mimecast best practice, whilst ensuring that any requirements unique to the customer's current environment or needs are accounted for in full.

The engagement is conducted via web conferences as working sessions, in which the customer will work closely with the consultant, following a customized implementation checklist. The Managed Implementation will ensure a customer's cutover to Mimecast is as seamless as possible.

Customer responsibilities

- Ability to make necessary internal infrastructure changes including (but not limited to); DNS records, environmental mail routing configurations and firewall changes.
- Knowledge of your local email infrastructure (Exchange, O365, GApps, etc) as well as Directory
- Services (Active Directory, Azure, etc). (Exchange, O365, GApps, etc) as well as Directory Services (active Directory, Azure, etc).

What is included in a Managed Implementation?

- Named Implementation Engineer
- Mimecast Onboarding Kit including; Mimecaster

Items not listed in this Service Description may require scoped consulting time.

Central implementation documentation and links to training videos

- Legacy policy mapping and migration
- System administrators and best practice knowledge transfer session (including)
 - DNS authentication best practice review
 - Targeted Threat Protection policy configuration overview (guidance on the creation of 1 policy per product)
 - Advanced user authentication best practice (guidance on two-factor authentication)
- Implementation completion review call

Out of scope

- Creation of Archive Power Tools and/or Sync and Recover tasks
- End-user application deployment (i.e., SCCM, GPO)
- Creation and testing of custom or new data loss prevention services (legacy policies will be reviewed/migrated)
- Changes to local infrastructure (firewall configuration, routing, SSL certificates, etc)
- Personalized training
- Extensive testing plans or a rolling migration (if required please see Advanced implementation)
- Assigned project manager (if required please see Advanced implementation)
- Onsite or after-hours engagement with assigned consultant
- Custom stationery or branding artwork



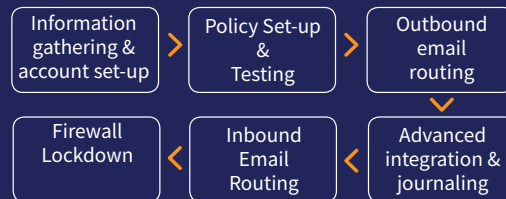
Mimecast Advanced Implementation

Mimecast's Implementation Services focus on delivering the maximum value for you, in the shortest time possible, so that you can take full advantage of the products that you have purchased.

To be completed within 60 days of the project kick-off, depending on the scope.

Implementation stages

With ongoing & scheduled administrator training & knowledge transfer



Description of Implementation

An Advanced implementation sees a professional services consultant and a project manager assigned to the engagement. This Mimecast Engineer will manage and advise on all Mimecast-specific setup and configuration via scheduled calls and remote sessions, including legacy policy review and migration. The implementation will be managed using a shared project plan, with weekly status updates and knowledge transfer to the customer at each milestone. Customers with complex requirements such as distributed administration, archiving, eDiscovery and end-user app set-up will be supported.

Mimecast's Advanced Implementation allows you to work with your Mimecast Engineer to help create the implementation experience you envision. Coupled with your Success Management Plan, your Advanced Implementation ensures a smooth transition to Mimecast with maximum acceleration to value.

Customer responsibilities

- Ability to make necessary internal infrastructure changes including (but not limited to); DNS records, environmental mail routing configurations and firewall changes.
- Knowledge of your local email infrastructure (Exchange, O365, GApps, etc) as well as Directory Services (Active Directory, Azure, etc). (Exchange, O365, GApps, etc) as well as Directory Services (active Directory, Azure, etc).

What is included in Advanced Implementation?

- Named Professional Services Consultant & Customer Success Manager
- Consultation with PS Consultant to generate a customized implementation checklist and project plan
- Custom Statement of work
- End-user applications set-up
- eDiscovery session (If Archiving is added)
- Legacy policy mapping and migration
- Scheduled remote sessions to complete onboarding tasks
- Implementation completion review for sign-off and review