



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.

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



Core Connect

Strong Tech Skills and/or Partners



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 Mimecaster Central combined with email and telephone support, as required, during the implementation phase.

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+

Core Connects are targeted to complete within 30 days of the kick-off call.

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

+ Connect Application is available to customers using on premise Exchange, hosted Exchange or Office 365 only**Out of scope**

- 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)

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 (Guided, Managed or Advanced) depending on environmental or solution complexity and/or customer needs.