



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.

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



Guided Implementation

Previous Implementation Experience



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 Onboarding Engineer and using our Connect Application, customers will be able to fast track their onboarding and maximize their time to value.

What is included in a Guided Implementation?

- Named Customer Onboarding Engineer
- Mimecast Onboarding Kit including; Connect App+, Mimecaster Central implementation
- Implementation kick-off call with your Customer Onboarding engineer at the beginning of your Mimecast journey
- 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)
- Implementation Troubleshooting support, via:
 - Phone, email or remote session
- Connect completion review call

Guided Implementations 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.

Implementation stages

With ongoing & scheduled administrator training & knowledge transfer



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

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)

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).