



# 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.

## 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



### Managed Implementation

Technical Assistance & Guidance



## Description of Implementation

The Mimecast Managed Implementation provides customers with an experienced Mimecast Implementation Engineer 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 implementation engineer. The Managed Implementation will ensure a customer's cutover to Mimecast is as seamless as possible.

## What is included in a Managed Implementation?

- Named Implementation Engineer
- Mimecast Onboarding Kit including; Mimecater 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

### 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



### 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).

### 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

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