

# Installation

## Clearswift Professional Services

At Clearswift, we recognise that there will be times when you want expert knowledge to help with the deployment, upgrade, or migration of our products. We can also conduct periodic health checks, or provide consultation around business process change in existing solutions. The range of service packages we offer has been designed to ensure that you get the maximum value from your investment in Clearswift solutions.

### Installation Packages

Our team of certified engineers will ensure that your Clearswift solution is optimally deployed and configured to meet your specific organisational requirements. We'll also make sure that your operational team are fully familiar with the product to ensure that you are ready to take full advantage of the solution. We offer a range of installation packages that can be tailored to meet the specific requirements of your organisation.

#### Our packages are:

- **Bronze:** One of our engineers will review your infrastructure and requirements to ensure that the installation of the Clearswift solution is planned and executed effectively. We'll then deploy the solution within your environment, running our robust out of the box policy.
- **Silver:** In addition to deploying the Clearswift solution, one of our engineers will work with key stakeholders in your organisation to identify your unique data protection requirements. Our engineer will then tailor your content security policy to meet these requirements. This will be performed alongside your team, to ensure that you are ready to administer the Clearswift solution from day one.
- **Gold:** To maximise your return on investment, our engineer can deliver a formal training course to ensure that you fully understand how to adapt your content security policy to meet the changing needs of your organisation.

### Installation Packages at a Glance

Description	Bronze	Silver	Gold
Requirements review	✓	✓	✓
Quick start installation	✓	✓	✓
Implementation and testing	✓	✓	✓
Knowledge transfer	✓	✓	✓
Post installation report	✗	✓	✓
Bespoke policy definition	✗	✓	✓
Implementation of recommended policy	✗	✓	✓
Clearswift Engineer (CE) training course+	✗	✗	✓
Typical duration*	1 day	4 days	5+ days

+ Bespoke course for up to 4 people. The course durations are:

- CE Clearswift SECURE Email Gateway: 2 days
- CE Clearswift SECURE Web Gateway: 1 day

\* Durations are based upon a typical customer deployment of a single Clearswift solution. More complex deployments may require longer engagements. Clearswift will conduct a review of your existing deployment prior to issuing you with a formal quote for the installation service.

Clearswift reserves the right to change the contents and pricing of the Installation Packages at any time.

"The Clearswift team provided excellent implementation and product support... They took time to understand our needs and the system we desired to create. Our project was considered by all to be a resounding success."

Joy Harvey,

IT Business, Androscoffin Bank, USA

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