clearswift
RUAG Cyber Security

Upgrade

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.

Upgrade Packages

Clearswift's range of solutions is constantly evolving to meet our customers' needs. You want to ensure that you are taking advantage of any new functionality, but upgrading between major releases can often raise operational questions and issues. Our team of certified engineers will ensure that your upgrade is planned and executed effectively, with full user sign off for production deployment. We offer a range of upgrade packages that can be tailored to meet the specific requirements of your organisation.

Our packages are:

- **Silver:** One of our engineers will review your Clearswift deployment, recommend the best approach to applying the upgrade and agree upon suitable acceptance criteria. We'll then execute the upgrade and user acceptance tests in line with the agreed plan. Your administrators will benefit from release training to ensure that they are ready to take advantage of the new features within the product.

  You will receive a full report of the procedure, including our recommendations for future improvements to your content security policy.

- **Gold:** To maximise your return on investment, our engineer can also 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.

Upgrade Packages at a Glance

Description	Clearswift SECURE Gateway	
	Silver	Gold
Review of deployment	✓	✓
Recommended upgrade plan	✓	✓
Implementation of upgrade plan and testing	✓	✓
Knowledge Transfer	✓	✓
Post upgrade report including policy improvement recommendations	✓	✓
Clearswift Engineer (CE) training course+	✕	✓
Typical duration*	1 day	3 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. 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 upgrade service.

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

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