

ForeScout Adoption Expertise Subscription

Highlights



Key Benefits

- ▶ Maximize use case adoption and maturity through continuous engagement
- ▶ Grow the enterprise solution by aligning evolving requirements using ForeScout best practices
- ▶ Increase the value of the ForeScout environment with a team of consultants that provides consultative and hands-on technical support



Key Features

- ▶ Best practice-based maturity methodology administered by ForeScout's team of experts
- ▶ Structured and on-demand engagement to meet specific needs
- ▶ Continuous automation and integration of tools and processes to drive greater efficiencies
- ▶ ForeScout-managed health and maturity assessments

ForeScout Adoption Expertise Subscription is designed to help customers adopt and mature their ForeScout solution to address evolving business needs. This subscription is ideal for advanced use-cases, as well as optimizing visibility, classification, and compliance and supporting customer's enforcement goals. The Adoption resources will evaluate the health of the ForeScout solution and recommend expanded capabilities to maximize the value of the investment and implement solutions to meet the customer's security posture goals. Adoption subscription includes engineering and Customer Success Manager resources to assist with the planning, evolution, and expansion of the ForeScout implementation.

The Package

ForeScout technical experts along with Customer Success team will lead a series of recurring ForeScout technical engagements focusing on customer priorities in these areas:

Planning

- ▶ Develop criteria for product adoption and maturity
- ▶ Manage product health and upgrades to ensure customer success
- ▶ Manage customer objectives, priorities and constraints to drive solution outcomes
- ▶ Consult on solution roadmaps to guide customer maturation efforts

Customer Success Management

- ▶ ForeScout single point of contact throughout the maturity lifecycle
- ▶ Provides oversight and business consultation
- ▶ Assists with technical issues, features and new product introduction

Continuous Technical Engagement

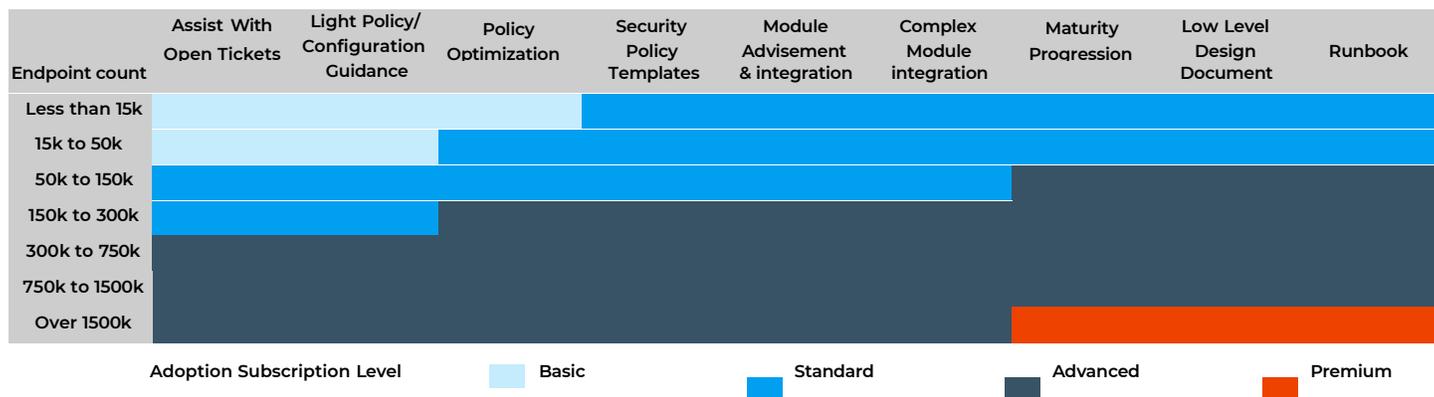
- ▶ Ensure solution alignment with evolving security goals and latest security threats
- ▶ Perform ongoing health checks, policy analysis and optimization to drive adoption
- ▶ Mature the solution to take advantage of the latest ForeScout capabilities
- ▶ Offer best-practice-based consultation on customer-specific use case maturity and expansion
- ▶ Provide knowledge transfer to expand product understanding

Optimization

- ▶ Mature the ForeScout solution to support the changing environment and use cases
- ▶ Expand device visibility beyond the current scope
- ▶ Advance control and control automation to meet the evolving compliance requirements and business rules
- ▶ Expand orchestration and segmentation efforts to provide more refined or additional cross-platform reporting and response capabilities

Documentation

- ▶ Assist with updating design and as-built documentation



ADOPTION SUBSCRIPTION SERVICES	DESCRIPTION
Assist with open tickets	Tracking, driving and proactively communicating open support cases
Light policy/configuration guide	ProServe Policy Set adjust/customize as per the existing policy templates
Policy Optimization	Pro Serve Policy Template tuning
Module advisement & integration	Base Module, Modules that include existing pre built Policy templates: FireEye NX, IBM QRadar, Qualys Vulnerability Management, Rapid7 Nexpose, Palo Alto Networks WildFire, McAfee ePolicy Orchestrator Symantec, Endpoint Protection Manager, IBM BigFix, CrowdStrike, VMware AirWatch, IBM Maas360, MDM Tenable Vulnerability Management Tenable.io, HPE ArcSight, Carbon Black
SPTs	Security Policy Templates use existing Forescout functionality to detect, evaluate and respond to vulnerabilities and threats, speeding and simplifying network response. Install the Security Policy Templates content module to use these templates in the Policy view of the Console
Maturity progression	Track to the progress the Customers Maturity Model level Wireless, RADIUS, CERTS, FireEye EX, Check Point Next Generation Firewall, Fortinet Next-Generation Firewall, Palo Alto Networks Next-Generation Firewall, Splunk – bi-directional Connect Module, ServiceNow, EyeSegment ,Advanced Compliance Module, CyberArk, OIM/DEX
Low Level Design	Deep level design documents, architecture design
Runbook	Daily Operations guidance for FSCT installation based on LLD and best practices

The Package

PRODUCT	DESCRIPTION
FS-PS-ADOPTION-BASIC-NNL	ForeScout Adoption Expertise Basic Services when purchased with an Onboarding package only . 12-Month subscription for light touch adoption services which includes a team of technical and customer success management resources who manage multiple small, medium and large accounts. Travel sold separately. This SKU is prepaid and activates 90 days from purchase order. Refer to the Adoption Expertise Services data sheet for details.
FS-PS-ADOPTION-STANDARD-NNL	ForeScout Adoption Expertise Standard Services when purchased with an Onboarding package only . 12-Month subscription for adoption services which includes a team of technical and customer success management resources who manage a portfolio of medium to large accounts. Travel sold separately. This SKU is prepaid and activates 90 days from purchase order. Refer to the Adoption Expertise Services data sheet for details.
FS-PS-ADOPTION-ADVANCED-NNL	ForeScout Adoption Expertise Advanced Services when purchased with an Onboarding package only . 12-Month subscription for adoption services which includes a team of technical and customer success management resources who manage a small set of large accounts. Travel sold separately. This SKU is prepaid and activates 90 days from purchase order. Refer to the Adoption Expertise Services data sheet for details.



<p>FS-PS-ADOPTION-BASIC</p>	<p>ForeScout Adoption Expertise Basic Services. 12-Month subscription for light touch adoption services which includes a team of technical and customer success management resources who manage multiple small, medium and large accounts. Travel sold separately. This SKU is prepaid. The Adoption Services start 30 days from purchase order or upon expiration of a current Adoption package, whichever occurs first. Refer to the Adoption Expertise Services data sheet for details.</p>
<p>FS-PS-ADOPTION-STANDARD</p>	<p>ForeScout Adoption Expertise Standard Services. 12-Month subscription for adoption services which includes a team of technical and customer success management resources who manage a portfolio of medium to large accounts. Travel sold separately. This SKU is prepaid. The Adoption Services start 30 days from purchase order or upon expiration of a current Adoption package, whichever occurs first. Refer to the Adoption Expertise Services data sheet for details.</p>
<p>FS-PS-ADOPTION-ADVANCED</p>	<p>ForeScout Adoption Expertise Advanced Services. 12-Month subscription for adoption services which includes a team of technical and customer success management resources who manage a small set of large accounts. Travel sold separately. This SKU is prepaid. The Adoption Services start 30 days from purchase order or upon expiration of a current Adoption package, whichever occurs first. Refer to the Adoption Expertise Services data sheet for details.</p>

Notes

1. Adoption Premium package requires additional scoping. Please contact your Forescout representative for further assistance.
2. Travel expenses are NOT included in the price.
3. Subscription services are paid upfront and valid for 12 months from purchase.
4. This package does not include a dedicated Forescout Project Manager resource. Please contact your Forescout representative if you would like to add-on a Forescout Project Management resource.
5. All services are subject to the terms and conditions set forth in the Forescout End User License Agreement: www.Forescout.com/eula