

# Forescout Professional Services Training Vouchers

**Forescout Professional Services Vouchers and Training Vouchers** (*FS-SVC-VOUCHER*) provide a flexible option for Forescout customers to purchase Forescout professional services and/or training services (collectively, the “Services”). Customers may buy vouchers for the applicable Services at the time of original purchase of Forescout products or as a separate, standalone purchase. For customers who have not finalized the details of the specific Services required for their Forescout product implementation, vouchers offer customers the flexibility to budget for anticipated Services up front and later redeem those pre-purchased vouchers when the specific needs are defined. This option helps manage costs upfront and mitigates the need to allocate additional funds that may no longer be available after the product has been ordered. Vouchers can be used for any of the standard Forescout Services offerings listed below and must be used within one (1) calendar year of the date the applicable products are shipped, or for a virtual product, the date the licenses are issued.

## Available Professional Services and Training Courses

Customers may redeem vouchers for any of the Services listed below, also found at [www.Forescout.com/support](http://www.Forescout.com/support). Custom Services can also be purchased via a voucher, however, those Services must be scoped and documented in a statement of work (“SOW”) which is signed by both parties prior to delivery. Scheduling of Services delivery is subject to availability and Forescout’s standard policies. Certain international locations may be limited to remote Services only.

## How Vouchers Work

1. Forescout recommends customers purchase vouchers incrementally based on their budgeted Services needs. If requested, Forescout’s Principal Consulting team can assist with scoping for standard or customized Services packages.
2. Customer is invoiced for vouchers at the time of purchase and payment is due within 30 days.
3. When ready to redeem vouchers, customers contact the Forescout PMO team to arrange delivery of the applicable Services based on Forescout’s standard offerings, or for customized Services, to initiate a scoping review and SOW defining the requirements. Scoping review and planning typically take two to four weeks and involve Forescout’s Principal Consulting team as well as the appropriate representatives from the customer’s IT, Engineering or Legal organizations.
4. Standard Services engagements are delivered in accordance with the relevant Forescout datasheet. Custom Services are provided in accordance with a fully executed SOW.

## Availability

- Vouchers are available for purchase globally and can be used for Services listed below.
- Vouchers can only be redeemed by Forescout end-user customers, whether purchased directly from Forescout or from Forescout authorized partners.

## About Forescout Professional Services

Forescout offers an extensive array of Professional Services with which customers can fortify their Forescout platform investment with expertise to accelerate time-to-value, expedite procurement and implementation schedules, develop and refine security policies, and customize system functionality to address unique oversight and reporting requirements.

Forescout Professional Services Consultants are rigorously trained and experienced in product implementation, process and schedule integrations as well as network access and endpoint compliance best practices. Our onsite and remote Professional Services programs promote customer success throughout the product's lifecycle.

- Deployment and Configuration
- Policy Development/Optimization
- Customer Coaching via Web Conferencing
- Health Check/System Review
- Software Release Upgrade
- Hardware Procurement and Installation
- Custom Services

## About Forescout Training

A trained customer is a critical component of any successful solution. All of our Training Services instructors are members of our Professional Services Department. These instructors are experienced professionals who bring a wealth of practical experience to the classroom and are highly skilled at designing and implementing Forescout solutions.

Our instructor-led Training covers the practical skills to configure and operate our solution. Our classes can be delivered onsite at a Forescout location, at customer's facility (subject to standard Forescout policies and local restrictions), virtually or in one of several partner classrooms across the globe.

## For More Information

To learn more about Forescout vouchers, chat with your Forescout Professional Sales Representative or authorized channel partner. You can also visit [www.Forescout.com](http://www.Forescout.com).

**Examples of voucher redemption for existing SKUs are provided below for illustration purposes only. For current voucher conversions and pricing, contact your Forescout Sales Representative or authorized channel partner.**

PRODUCT	WORK DESCRIPTION	VOUCHERS
FS-PS-PRO-11	Hourly rate for custom Professional Services, travel not included. Minimum 3 consecutive days (24 hours) must be scheduled and commensurate travel purchased when used for onsite engagements. Statement of Work required.	320
FS-PS-ARCH-11	Hourly rate for custom Architecture services, travel not included. Minimum 3 consecutive days (24 hours) must be scheduled and commensurate travel purchased when used for onsite engagements. Statement of Work required.	430
FS-PS-STAFFAUG-REMOTE-50	Half day of remote Staff Augmentation consultant services for existing deployments, travel not included. Must be used in half-day or full-day increments. Refer to the Staff Augmentation (Professional Services Consultant) datasheet for details.	1,280
FS-PS-HC-01	One additional day of on-site Health Check services for existing deployments, includes 1 day of travel. Must be used only in conjunction with the FS-PS-HC-04 SKU for a maximum of five days in total. Refer to the Health Check datasheet for details.	3,060
FS-PS-HC-04	Four-day health check consisting of three consecutive days of on-site services for existing deployments, with one additional day for planning and documentation. May be combined with FS-PS-HC-01 for a 5-day health check. Includes travel. Refer to the Health Check datasheet for details.	12,640
FS-PS-IMPL-01	One additional day of on-site professional services for initial implementations, includes 1 day of travel. Must be used only in conjunction with the FS-PS-IMPL-04 SKU, for a maximum of 10 days in total combined. Refer to the Initial Implementation datasheet for details.	3,060
FS-PS-IMPL-04	Four-day Initial Implementation consisting of three consecutive days of on-site professional services, plus one day for planning and documentation. Includes travel. May be combined with FS-PS-IMPL-01 for a 5-day Initial Implementation. Refer to the Initial Implementation datasheet for details.	12,640
FS-PS-STAFFAUG-01	One day of on-site staff augmentation consultant services for existing deployments, includes travel. Minimum 3 consecutive days must be scheduled for onsite engagements. May be sold in multiples. Refer to the Staff Augmentation (Professional Services Consultant) datasheet for details.	3,060
FS-PS-UPGRD-04	Four-day remote professional services engagement to assist customers with product upgrades and/or migrations. Travel not included. May be combined with FS-PS-UPGRD-01 for a 5-day engagement. Refer to the Upgrade Services datasheet for details.	11,140
FS-PS-UPGRD-01	One additional day of remote professional services engagement to assist customers with product upgrades and/or migrations. Travel not included. Must be used only in conjunction with the FS-PS-UPGRD-04 SKU. Refer to the Upgrade Services datasheet for details.	3,060
FS-PS-ARCH-SUBSCRIPTION	Twelve-month subscription for solution architect services, travel not included. Also includes engagement management. Must be sold with an additional 25 hours of Solution Architecture. Refer to the Solution Architecture Subscription datasheet for details.	14,190
FS-PS-PM-10	Project Manager (hourly). Statement of Work required.	225
FS-PS-ARCH-WORKSHOP	The Solution Architecture workshop includes both Solution Architect and Project Management resources to assist with the design of your Forescout implementation. Refer to the Architecture Workshop datasheet for details.	17,880

PRODUCT	WORK DESCRIPTION	VOUCHERS
FS-PS-ARCH-NWS-WORKSHOP	The Network Segmentation workshop includes both Solution Architect and Project Management resources to assist with the solutioning and design of your Network Segmentation use case. Refer to the Network Segmentation Workshop datasheet for details.	17,880
FS-PS-EM-10	Engagement Manager (hourly). Statement of Work required.	430
FS-TRNG-ADMIN-NAM-1	4-day Forescout Certified Administrator Course (virtual or in-class) – per student – North America. Includes one FSCA exam.	3,600
FS-TRNG-ADMIN-NAM-12	4-day Forescout Certified Administrator Course at customer site – for 6-12 students – North America. Includes up to 12 FSCA certification exams.	17,000
FS-TRNG-CERT-FSCA	Forescout Certified Administrator Exam. Two-hour online certification exam.	100
FS-TRNG-ADV-NAM-1	FSAA – 4-day Forescout Advanced Administrator Course (virtual or on-site – Forescout hosted location) – per student - North America. Includes 1 FSAA exam.	3,750
FS-TRNG-ADV-NAM-12	FSAA – 4-day Forescout Advanced Administrator Course (virtual or on-site – customer location) – for up to 12 students – North America. Includes up to 12 FSAA exams (one per student). On-site, requires 4 days of FS-TRAVEL SKU.	17,000
FS-TRNG-CERT-FSAA	Forescout Advanced Administrator Exam. Two-hour online certification exam.	250
FS-TRNG-ENG-10	Forescout Certified Engineer Course – per student (on-site – Forescout-hosted location).	3,500
FS-TRNG-CERT-FSCE	Forescout Certified Engineer Exam. Eight-hour, hands-on certification exam. Must be scheduled in advance.	1,200
FS-TRAVEL	Domestic Travel Expenses (daily). May be used with a datasheet offering or a custom SOW.	585
FS-TRAVEL-I	International Travel Expenses (daily). May be used with a datasheet offering or a custom SOW.	1,175

## Voucher Terms and Conditions

- Vouchers must be redeemed and Services delivered within one calendar year from the date the applicable products are shipped, or for a virtual product, the date first made available electronically. Any vouchers not used within one calendar year of purchase will expire and associated fees paid are retained by Forescout. Customers are not entitled to receive, and Forescout is not obligated to provide, any refund, credit or other compensation for expired vouchers.
- Vouchers may be redeemed for Services, subject to availability and standard scheduling requirements. Forescout reserves the right to modify its offerings from time to time at its discretion.
- One (1) voucher may be redeemed for \$1 USD toward the then current list price of Services. For custom engagements, a signed SOW is required prior to scheduling the engagement. Contact the Forescout PMO team at [PMO@Forescout.com](mailto:PMO@Forescout.com) for assistance.
- Vouchers may also be used toward Forescout’s travel and expenses for onsite Services utilizing only the FS-Travel or FS-Travel-I SKUs below.
- If a customer’s voucher total falls below the number of vouchers required to purchase desired Services, the customer may buy additional vouchers or add the cash value required to reach the necessary purchase price. Forescout does not provide any refunds or credits for residual vouchers that are not used within one (1) year.
- This datasheet is for informational purposes only. Forescout MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All Forescout Services engagements are governed by the Professional Services Agreement terms and conditions available at [www.Forescout.com/company/legal/professional-services-agreement](http://www.Forescout.com/company/legal/professional-services-agreement).



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