



Forescout Upgrade Services Package

Regardless of how sound the technology, upgrades can sometimes be challenging from a people, process or technology perspective. The **Forescout Upgrade Services Packages** provide a comprehensive, best-practices-based approach when making significant product-version or capabilities enhancements in your environment. Forescout will help you scope your migration and enable you to make informed decisions when defining outcomes and/or planning for an enterprise rollout.

Our Professional Services team will help you transition your Forescout platform to the latest feature set and ensure continuity to meet your specific business goals now and in the future. This service package is designed to accelerate successful migration to your upgrade while maximizing your investments in technology, staff and operational knowledge.

The Package

The experienced Forescout Professional Services team will assist with the following:

Upgrade Planning

Major product upgrades offer an ideal time to evaluate your current Forescout platform deployment and determine how it can be optimized to meet your business and technical needs. Upfront planning may help you identify and resolve significant challenges of any upgrade. These may include:

Expansion or Reduction

- Adding or removing scope of coverage as part of the move to a new licensing model
- A change in licensing may drive architecture modifications, such as adding or removing appliances, locations or network segments

Adding Resiliency

If your environment includes resiliency, an upgrade is a good time to look at the as-designed architecture to ensure it supports the new Forescout software version. It also makes sense to check for changes in licensing or hardware requirements that may affect resiliency. Finally, an upgrade may present the perfect opportunity to add resiliency to an existing solution

Licensing

- Ensure the proper product licensing required for the upgrade is issued and appropriate

Highlights

Key Benefits

- <) Rapid adoption of the latest capabilities and features
- <) An upfront, outcome-based solution to meet your operational needs
- <) Smooth migration to upgraded capabilities

Key Features

- <) Services provided are based on best practices
- <) Leverage the focus and experience of Forescout deployment experts
- <) Flexible packages aligned with specific customer needs

Validating Hardware and Plugin Versions

- Ensure existing hardware is supported
- Remove and/or upgrade all unsupported plugins
- VM appliances may need to be upgraded to new resource specs

Upgrade Implementation

- Upgrade all eyeManage virtual/physical appliances
- Upgrade all other appliances
- Use a gradual upgrade process if continuity-of-business requirements dictate

Due Diligence

- Upgrade files may be large; plan for remote sites that cannot be copied to in advance
- Backup EM, REM, policies, switch, wireless—screen captures of settings
- Ensure admin rights are properly assigned post-upgrade
- A gradual upgrade allows for continued functionality throughout the process

Package Outcomes

- Professional Services expertise to assist with upgrade activities and provide validation
- Best-practice recommendations and knowledge transfer
- Step-by-step, best-practice-based planning that’s appropriate for your environment
- Identification of out-of-scope activities that are required to ensure success

Package Sizes

The Forescout Upgrade Services Packages are scoped to the size (number of appliances) in the customer’s environment. These offerings assume the customer is at v7 sp3.0.2 or higher before the upgrade. The complexity of the customer environment may impact our ability to complete the upgrade in the allotted hours. Each option includes the activities outlined herein:

Product	Description	# of Appliances	# of Endpoints	Pre-implementation Evaluation (PS hr)	Upgrade (PS hr)	Post-upgrade validation (PS hr)	PM Hours
FS-PS-UPGRD-SML	Remote professional services for small customers (5 appliances or less) to assist customers with product upgrades. On-site services require travel, which is sold separately. This offering assumes the customer is at v7 sp3.0.2 or higher prior to upgrade. The complexity of the customer environment may impact our ability to complete the upgrade in the allotted hours.	1-5	<15k	2	8	4	3
FS-PS-UPGRD-MED	Remote professional services for medium-sized customers (5 - 20 appliances) to assist customers with product upgrades. On-site services require travel, which is sold separately. This offering assumes the customer is at v7 sp3.0.2 or higher prior to upgrade. The complexity of the customer environment may impact our ability to complete the upgrade in the allotted hours.	5 - 20	15k-30k	2	16	4	6
FS-PS-UPGRD-LRG	Remote professional services for large customers (20 - 50 appliances) to assist customers with product upgrades. Onsite services require travel, which is sold separately. This offering assumes the customer is at v7 sp3.0.2 or higher prior to upgrade. The complexity of the customer environment may impact our ability to complete the upgrade in the allotted hours.	20 - 50	30k-100k	4	40	4	12

*Notes

1. Travel expenses are NOT included for UPGRD SKUs
2. Larger implementations will require a custom scoping effort
3. Services are subject to the terms and conditions set forth at <http://www.Forescout.com/eula>
4. Cancellation of any services with less than five business days’ notice shall be subject to a cancellation fee plus actual expenses incurred as set forth in the above terms and conditions



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