



Forescout Upgrade Services Package

Regardless of how sound the technology, upgrades can sometimes be challenging from a people, process or technology perspective. Forescout's **Upgrade Services Package** provides 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

Forescout's experienced Professional Services team will assist with the following:

Upgrade Planning

Major product upgrades offer an ideal time to evaluate the current state of your 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 mode
- A change in licensing may drive architecture modifications, such as adding or removing appliances, locations or network segments

Adding Extended Modules

- Identifying and solving for additional use cases for already-deployed eyeExtend products (formerly known as Extended Modules)

Adding Additional eyeSight or eyeControl Use Cases

- Providing an efficient path when moving from visibility to control
- Adding 802.1X or Guest Management
- Expanding any other use case that is not already deployed and implemented

Highlights

Key Benefits

- <) Rapid adoption of the latest capabilities and features
- <) 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

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 is also a good time 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 consistent with the planned upgrade

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 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
- Gradual upgrade allows for continued functionality throughout the process

Package Outcomes

- Step-by-step, best-practice-based planning customized to your environment
- Identification of out-of-scope activities that are required to ensure success
- Forescout Professional Services expertise to assist with upgrade activities

Package Sizes

Forescout’s Upgrade Services Package consists of a core 4-day offering with a single-day, single-expansion option to augment the package if warranted by the size of your deployment. Each of these options includes the activities outlined herein:

PRODUCT	DESCRIPTION	NUMBER OF DAYS
FS-PS-UPGRD-04*	Four consecutive days of remote professional services to assist customers with product upgrades. Maximum quantity of 4-day offering. On-site services require travel, which is sold separately.	4
FS-PS-HC-01*	One additional day of professional services for upgrade services, does not include travel. Must be used only in conjunction with the FS- PS-UPGRD-04 SKU, for a maximum of 10 days total. On-site services require travel, which is sold separately.	1

*Notes

1. Travel expenses are NOT included for UPGRD-01 and UPGRD-04
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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