Trend Micro™ TippingPoint® Health Check

Maintain optimal performance with TippingPoint products

Overview

Technology Review
Trend Micro TippingPoint Health Check Services are designed to optimize the performance of TippingPoint products by identifying and resolving unseen issues within the TippingPoint product line including SMS, vSMS, IPS, and NGFW. Periodic health checks are an important part of maintaining optimal security posture and performance; they often identify and resolve issues before they result in major performance degradations that impact security.

Implementation

Evaluate Performance & Bottlenecks
The Trend Micro TippingPoint Health Check Service provides evaluation of TippingPoint components to identify and resolve potential performance bottlenecks. This Service can be applied only to existing installations. During the operational health check, a trained TippingPoint consultant will perform activities that may include:

- Evaluate the current security posture and implementation of TippingPoint products in the network.
- Analyze logs of TippingPoint products for error messages and other messages known to impact performance or security posture.
- Analyze utilization of current TippingPoint products.
- Evaluate use of Digital Vaccine® filters and Reputation DV.
- Review the TippingPoint architecture for potential security posture holes and lack of security coverage in the network.
- Review TippingPoint OS version usage and standardization
- Document all findings and recommendations.

Planning & Deployment

A TippingPoint Services specialist will schedule the delivery of the Service at a time mutually agreed upon between TippingPoint and the customer, which shall be during local TippingPoint standard business hours, excluding TippingPoint holidays, unless otherwise agreed by TippingPoint. Any Services provided outside of TippingPoint standard business hours will be subject to additional charges.

Eligibility

Prerequisites
The customer must provide the following for delivery of this service:

- Sufficient network connectivity, rack space, power, and cooling at the customer site to support the Trend Micro TippingPoint solution.
- TippingPoint products must be preinstalled and configured.
- Network documentation.
- Security posture including hardware and software that is protected by TippingPoint products.
- All information required in the completed pre-installation customer questionnaire.
- For any onsite services delivery, all requisite logistical accommodations to the TippingPoint Services specialist including but not limited to adequate physical work location, access to the customer’s network, internet access, telephone access, and access to the customer’s offices where work will be performed.
- For any onsite or remote services delivery, any requisite access to the customer's network and servers including but not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords. In addition, the customer will be responsible for all applicable data backup.
Limitations

This Service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this Service:

- Installation and configuration of TippingPoint software or appliances.
- Racking of appliances or servers.
- Development of custom filters.
- Delivery of standard Education offerings.
- Performance testing or modeling services that, in the opinion of TippingPoint, are required due to unauthorized attempts by non-TippingPoint personnel to install, repair, maintain, or modify hardware, firmware, or software.
- Services required due to causes external to the TippingPoint-maintained hardware or software.
- Any services not clearly specified in this document or services beyond the license limitations of the included products.

Customer Responsibility

Contact a TippingPoint Services specialist within ninety (90) days of the date of purchase to schedule the delivery of the Service.

Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with TippingPoint.

Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist TippingPoint in facilitating the delivery of this Service.

Ensure that all Service prerequisites as identified in the Service Eligibility section are met.

Ensure the availability of all hardware, firmware, and software required by the TippingPoint Services specialist to deliver this Service.

Retain and provide to TippingPoint upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service.

The customer shall provide reasonable access and working space at the site as TippingPoint may reasonably request. The customer will provide TippingPoint and TippingPoint subcontractor staff standard telephone and dial-up or comparable data access to TippingPoint's Network at industry standard speeds. TippingPoint shall observe the customer work rules and security and safety policies while performing TippingPoint Services at the side of which TippingPoint is informed of in writing in advance and that are not inconsistent with TippingPoint's own business practices.

Duration

Delivery of this Service will not exceed a total of 24 service hours and may be performed remotely, onsite, or using a combination of remote and onsite. This Service includes up to 1 onsite visit by the TippingPoint Services specialist.

Terms

This offering consists of a consulting and training effort and is governed by the TippingPoint Customer Terms. All capitalized terms used in this Data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. For purposes of this Data sheet, “services” mean consulting, integration, professional services or technical services performed by TippingPoint under this Data sheet.

Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by TippingPoint; software as a service; managed print services; and outsourcing services.

Acceptance of Deliverables occurs upon delivery.

Hiring of Employees. You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any TippingPoint employee involved, directly or indirectly, in the performance of services hereunder for one (1) year after the date such employee ceases to perform services under the terms of this Data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such TippingPoint employees.

Authorization to Install Software. During the provision of services, TippingPoint may be required to install copies of third-party or TippingPoint-branded software and be required to accept license terms accompanying such software (“Shrink-Wrap Terms”) on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes TippingPoint to accept all Shrink-Wrap Terms on its behalf.

Intellectual Property. TippingPoint may provide TippingPoint tools, templates, and other pre-existing intellectual property of TippingPoint during the course of providing services (“TippingPoint Pre-existing IP”). TippingPoint Pre-existing IP does not include, nor is considered a part of, either the Deliverables or TippingPoint software products. TippingPoint retains all intellectual property
ownership rights in such TippingPoint Pre-existing IP. All TippingPoint Pre-existing IP is TippingPoint Confidential Information. TippingPoint Pre-existing IP may be governed by additional license terms that are embedded in the TippingPoint Pre-existing IP.

Payment and Validity

This offering will be pre-billed. You agree to pay invoiced amounts within thirty (30) days of the invoice date. If applicable, you must schedule delivery of the offering to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, TippingPoint’s obligations to deliver the offering under this Data sheet are considered fulfilled and your rights of receipt of the offering under this Data sheet will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify TippingPoint in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee (“Cancellation Fee”). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

Change in Scope

Changes in scope are not allowed. You can request additional or different services, if available and at additional cost, through a statement of work or change order.

Learn more at:

trendmicro.com/us/business/network-security