Trend Micro™ TippingPoint® Quick Start

Maximize the value of your investment in TippingPoint products

Overview

Quick Implementation and Configuration
Trend Micro TippingPoint Quick Start Services are designed to facilitate implementations of Trend Micro TippingPoint products and maximize customer value. The Trend Micro TippingPoint Quick Start Service provides cost-effective Services for the implementation of Trend Micro TippingPoint Intrusion Prevention System (IPS), Security Management System (SMS), and Next Generation Firewall (NGFW). Installation and configuration of the aforementioned components by a trained Trend Micro Software Professional Services specialist is included in this service. Customers can take advantage of Trend Micro TippingPoint Professional Services’ product, security, and networking expertise throughout the deployment process. The Trend Micro TippingPoint Quick Start helps ensure customers maximize their investment in Trend Micro TippingPoint products.

Implementation

Trend Micro TippingPoint
The Trend Micro TippingPoint Quick Start Service provides for the implementation of Trend Micro TippingPoint IPS, SMS and NGFW. This service can be applied only to new installations and is not applicable for upgrades and/or expansions to existing TippingPoint installations. Installation is conducted in accordance with the product manufacturer’s specifications and your specific requirements provided in the pre-installation questionnaire.

Planning & Deployment

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

The Trend Micro TippingPoint Services specialist performs activities that may include:

- Kick-off/assessment meeting
- Verification that installation prerequisites have been met
- Confirmation of solution requirements according to returned customer questionnaire
- Design and validation of the proposed Trend Micro TippingPoint solution
- Installation of the Trend Micro TippingPoint solution in one customer site in a supported configuration.
- Documentation of the deployed Trend Micro TippingPoint solution
- Close-out meeting

The typical Trend Micro TippingPoint technical installation tasks include:

- Out-of-Box “OBE” configuration for SMS, IPS and NGFW
  - Configuration of one (1) SMS or vSMS
  - Configuration of three (3) IPSs or one (1) NGFW
- Configuration of Zero-Power HA “ZPHA” (as required)
- Configuration of Segments
- Configuration and deployment of security profiles
- Configuration of SMS backup and scheduling
- Configuration of network connectivity settings for TippingPoint Products
- Configuration of SMS, IPS and NGFW syslog/SIEM connector
- Configuration of up to four (4) profiles
- Configuration of required user accounts for administrators and users
- Configuration of ReputationDV (as required)
- Configuration of SMS for alerting and reporting (as required)
- Configuration of Digital Vaccine® “DV” update scheduling (as required)
A Trend Micro Services specialist will be available to answer questions during the onsite or remote portions of the service delivery.

**Installation Verification**

After all components are installed and operational, Trend Micro will perform appropriate installation verification tests to confirm product functionality and adherence to Trend Micro installation quality standards, including:

- Network connectivity and settings
- Perform configuration backup/snapshot for the SMS, IPS and/or NGFW Log and filter event review
- Validation of event and logs sent to Syslog/SIEM (as required)
- Demonstration of a successful Trend Micro TippingPoint solution

**Customer Mentoring Session**

Upon completion of the installation and verification, the Trend Micro Services specialist will conduct a mentoring session for up to five administrators on the installed Trend Micro TippingPoint solution, not to exceed eight hours in duration. While not intended as a substitute for formal product training, this session will:

- Familiarize the customer with how to monitor and manage the Trend Micro TippingPoint solution
- Review the Trend Micro TippingPoint solution implementation, configuration, and documentation
- Review the customer’s support procedures for the Trend Micro TippingPoint solution

**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
- Network documentation
- All information required in the completed pre-installation customer questionnaire
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- For any onsite services delivery, all requisite logistical accommodations to the Trend Micro 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:

- Racking of appliances or servers
- Network cabling and connectivity of appliances or servers
- OS installation for TippingPoint servers
- OBE of TippingPoint products
- Delivery of standard Education offerings
- Performance testing or modeling services that, in the opinion of Trend Micro, are required due to unauthorized attempts by non-Trend Micro personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the Trend Micro- 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 Trend Micro Services specialist within 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 Trend Micro.

Assign a designated person from the customer’s staff that, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist Trend Micro 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 Trend Micro Services specialist to deliver this Service.

Retain and provide to Trend Micro 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 Trend Micro may reasonably request.
The customer will provide Trend Micro and Trend Micro subcontractor staff standard telephone and dial-up or comparable data access to Trend Micro's Network at industry standard speeds. Trend Micro shall observe customer work rules and security and safety policies while performing Trend Micro Services, provided that Trend Micro receives written copies of such rules and policies in advance and such rules and policies are not inconsistent with Trend Micro's own business practices.

**Duration**

Delivery of this Service will not exceed a total of 16 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 Trend Micro Services specialist.

**Terms**

This offering consists of a consulting and training effort and is governed by the Trend Micro 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 Trend Micro under this Data sheet.

Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by TM; 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 Trend Micro 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 Trend Micro employees.

Authorization to Install Software. During the provision of services, Trend Micro may be required to install copies of third-party or Trend Micro-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 you hereby authorize Trend Micro to accept all Shrink Wrap Terms on your behalf.

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

**Payment and Validity**

This offering will be pre-billed. You agree to pay invoiced amounts (the "Offering Fee") 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, Trend Micro'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**

You must notify Trend Micro in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Canceling or rescheduling later than ten (10) business days’ prior to the start date will incur a cancellation fee equal to 100% of the Offering Fee. Rescheduled services must be completed 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.