



# Add-On Services

Every Code42 deployment starts with ProStart, but your organization may have additional requirements that involve further configuration and customization to maximize your Code42 deployment and investment. Our Expand and Enhance offerings provide options to best integrate our software into your unique environment, whether part of the initial engagement or years into our partnership.

EXPAND	DESCRIPTION	OUT OF SCOPE
Additional appliance	<ul style="list-style-type: none"> <li>Review deployment plan</li> <li>Implement network configuration</li> <li>Code42 appliance installation and configuration</li> </ul>	
Customer-owned storage node	Install Code42 server software on customer-owned storage node: <ul style="list-style-type: none"> <li>Windows, Mac, Linux</li> <li>Connect storage node to master in destination of choice</li> <li>Provide best practice settings for OS-specific configuration</li> </ul>	<ul style="list-style-type: none"> <li>Additional OS configuration</li> <li>Monitoring setup (SNMP, OS Syslog)</li> </ul>
Code42 cloud destination	<ul style="list-style-type: none"> <li>Provision cloud destination in the Code42 cloud</li> <li>Add destinations to master server</li> <li>Verify client backup to the cloud</li> <li>Guidance around getting the right clients to back up to the right place(s)</li> </ul>	<ul style="list-style-type: none"> <li>Custom installers</li> <li>Master server setup/walkthrough</li> <li>LDAP configuration</li> </ul>

ENHANCE	DESCRIPTION	OUT OF SCOPE
Custom installers	<ul style="list-style-type: none"> <li>Review environment and update custom installers for managed endpoints (Windows, Mac, Linux)</li> <li>Troubleshoot deployment on test endpoints</li> </ul>	<ul style="list-style-type: none"> <li>Client deployment to all endpoints</li> </ul>
Custom installer updates and testing	<ul style="list-style-type: none"> <li>Review environment and update custom installers for managed endpoints (Windows, Mac, Linux)</li> <li>Troubleshoot deployment on test endpoints</li> </ul>	<ul style="list-style-type: none"> <li>Client deployment to all endpoints</li> </ul>
Authentication—user management	Directory Integration <ul style="list-style-type: none"> <li>Implement AD custom scripting</li> <li>Implement RADIUS or SSO (SAML 2.0) authentication and 2-factor setup if needed</li> <li>Custom installer updates to enable SSO integration</li> <li>Windows, Mac, Linux (as needed)</li> <li>Test deployment of endpoints</li> </ul>	<ul style="list-style-type: none"> <li>Re-deploying all previously installed clients</li> </ul>
Upgrade services	<ul style="list-style-type: none"> <li>Upgrade path planning and scheduling</li> <li>Upgrade execution for master server and storage nodes</li> <li>Review/update endpoint installation packages</li> <li>Troubleshoot endpoint client test upgrades</li> </ul>	<ul style="list-style-type: none"> <li>Mass client upgrades</li> </ul>



## Implementation Team

A successful project is a shared responsibility. Code42 Professional Services partners with your team throughout your deployment and beyond.

Code42	Professional Services Project Manager	<ul style="list-style-type: none"> <li>Manages the project deployment</li> <li>Primary point of contact for project updates and task management</li> <li>Ensures client visibility and project progress</li> </ul>
	Professional Services Solutions Consultant	<ul style="list-style-type: none"> <li>Technical point of contact</li> <li>Deploys and configures Code42 hardware/software</li> <li>Provides best practices and recommendations tailored to your organization</li> </ul>
	Technical Account Manager (if purchased)	<ul style="list-style-type: none"> <li>Technical point of contact after the project has completed</li> <li>Continued guidance on recommendations and best practices as your needs evolve</li> </ul>
	Customer Champion Team	<ul style="list-style-type: none"> <li>Provides 24x7 customer support for Code42 client administrator and end users</li> </ul>
	Customer Success Manager	<ul style="list-style-type: none"> <li>Manages Code42-customer relationship to ensure success and overall satisfaction</li> </ul>
Customer	Code42 Administrator	<ul style="list-style-type: none"> <li>Manages administration of the Code42 server(s)</li> <li>Primary point of contact</li> </ul>
	Network Engineer	<ul style="list-style-type: none"> <li>Manages firewall rules</li> <li>Manages QoS policies for backup traffic flow</li> </ul>
	Package Deployment Administrator	<ul style="list-style-type: none"> <li>Helps implement the silent push installation</li> <li>Determines rollout policy and procedures</li> </ul>
	Retention and Policy Manager	<ul style="list-style-type: none"> <li>Provides direction for backup policies</li> <li>Determines what gets backed up and frequency</li> </ul>
	LDAP Administrator	<ul style="list-style-type: none"> <li>Provides direction on what attributes are available to automatically manage users within Code42</li> <li>Provisions bind account for Code42 to search the directory</li> </ul>

### Out of Scope

Application writing/coding

### Assumptions

- Code42 is not responsible for customer-provided hardware/OS configurations
- Unused hours are not carried forward
- Configuration and consultation may be performed remotely via screen share
- All services will be conducted in English