



# Managed 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 Managed Services offering leverages the experience and expertise of the Code42 team to advise on and administer your Code42 environment.

## Prerequisites

- Access to the customer's environment either via direct access or VPN
- Account on the Code42 server with SYSADMIN access
- SSH/RDP access to Code42 servers

## Day-to-Day Operations

- Up to an average of 3 hours per week
- Code42 SME for the client
- Focal point for the company; will open support tickets with Code42 if needed
- Organization changes
- Endpoint packaging changes
- Report writing with data output to the customer
  - Authentication management
  - LDAP/AD/SSO/Radius
- Scripting, troubleshooting, configuration changes
- Endpoint reporting and troubleshooting



## 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