

Deployment Service: Insider Threat ProStart



We don't believe in long, painful deployments.

Our deployment team has 2 goals:

- Get you up and running quickly
- Transfer the knowledge you need to be successful

Here's how we make it happen.

Deployment Timeline:

This timeline reflects the average deployment experience. Engaged customers typically deploy within 2 weeks and spend less than 10 hours of time on the project. Of course, the exact timeline for your deployment depends on your own schedule and urgency.

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| <ul style="list-style-type: none"> ■ Day 0 <ul style="list-style-type: none"> • Introductions and scheduling via email Day 1 <ul style="list-style-type: none"> • Kickoff call covering project scope, expectations and targeted completion date ■ Week 1 <ul style="list-style-type: none"> • Administrative, identity management and key feature setup via virtual workshops • Agent rollout via virtual workshop | <ul style="list-style-type: none"> ■ Week 2 <ul style="list-style-type: none"> • Review agent rollout status toward completion • Fully configure and populate features via virtual workshops • Consultation and best practices via virtual workshops ■ Week 2-3 <ul style="list-style-type: none"> • Deployment wrap-up call |
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Deployment Deliverables:

Our team of experts will walk you through key deployment phases using a virtual workshop approach. We'll quickly get you on your way to detecting data risk while also showing you the ropes and making recommendations based on your insider threat program objectives.

Deployment Kickoff:

- Discuss project scope and timeline
- Review cloud architecture and design requirements

Administrative Setup:

- Configure SSO/directory services integrations
- Review default settings
- Implement provisioning and user management best practices
- Support product customizations and co-branding
- Configure cloud and/or email service integrations

Code42 Agent Rollout:

- Implement and verify agent settings
- Deploy the agent via desired mass deployment software
- Perform testing and implement agent deployment settings
- Validate successful data ingestion

Consultation & Best Practices:

- Perform knowledge transfer via a walk through of the admin console
- Perform knowledge transfer related to key product features
- Add upcoming departing employees to the risk detection lens
- Add customer-identified employees to additional risk detection lenses (if needed)
- Configure custom templates to perform on-demand risk detection and investigation searches
- Configure and validate a Code42 supported SIEM integration (if needed)

Deployment Wrap Up:

- Transfer you to your ongoing success team

Who's Who at Code42:

Deployment Team	
Professional Services Project Manager	This is the person who will manage deployment timeline, milestones and tasks. They will be your contact for project scheduling and updates.
Professional Services Solutions Consultant	This is the person who will be your technical point of contact during the deployment process. They will deploy the product and provide tailored best practices and recommendations to help you get started.
Ongoing Success Team	
Customer Success Manager	Following deployment, this is your primary point of contact for day-to-day communications and check-ins. They will keep you informed of new product functionality, facilitate subscription updates, and loop in other team members as needed.
Systems Engineer	Your customer success manager will connect you with a systems engineer to demonstrate new functionality and provide technical recommendations to support your product use cases.
Technical Account Manager	This person is available as an optional, paid service. They serve as a point of contact for technical guidance and escalations.
Security Success Manager	This person may engage with you to understand your overall insider threat program objectives and ecosystem, help to automate workflows, and make strategic recommendations for your success.
Customer Champions	Our in-house support team is based out of our US and UK offices. You can contact them via web and phone for fast and knowledgeable product support.

Helpful Resources:

- Access support articles and videos at support.code42.com
- Participate in role-based training courses at university.code42.com
- Get product announcements and engage with fellow Code42 customers at success.code42.com



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Code42 is the leader in insider risk detection, investigation and response. Native to the cloud, Code42 rapidly detects data loss, leak, theft and sabotage as well as speeds incident response – all without lengthy deployments, complex policy management or blocking employee productivity. With Code42, security professionals can protect corporate data from insider threats while fostering an open and collaborative culture for employees. Backed by security best practices and control requirements, Code42's insider threat solution can be configured for GDPR, HIPAA, PCI and other regulatory frameworks. More than 50,000 organizations worldwide, including the most recognized brands in business and education, rely on Code42 to safeguard their ideas. Founded in 2001, the company is headquartered in Minneapolis, Minnesota, and backed by Accel Partners, JMI Equity, NEA and Split Rock Partners. For more information, visit code42.com, read [Code42's blog](#) or follow the company on [Twitter](#). © 2020