

# DEPLOYMENT SERVICE: INCYDR 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 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
- Implement provisioning and user management best practices
- Configure cloud and/or email service integrations
- Review default settings
- Support product customizations and co-branding

### Incydr Agent Rollout:

- Implement and verify agent settings
- Perform testing and implement agent deployment settings
- Deploy the agent via desired mass deployment software
- 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)

### 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.

- **Day 0**
  - Introductions and scheduling via email
- **Day 1**
  - Kickoff call covering project scope, expectations and targeted completion date
- **Week 1**
  - Administrative, identity management and key feature setup via virtual workshops
  - Agent rollout via virtual workshop
- **Week 2**
  - Review agent rollout status toward completion
  - Fully configure and populate features via virtual workshops
  - Consultation and best practices via virtual workshops
- **Week 2-3**
  - Deployment wrap-up call

## Consultation & Best Practices (continued):

- 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 is Who at Code42:

Deployment Team	
<b>Professional Services Project Manager</b>	This is the person who will manage deployment timeline, milestones and tasks. They will be your contact for project scheduling and updates.
<b>Professional Services Solutions Consultant</b>	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	
<b>Customer Success Manager</b>	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.
<b>Systems Engineer</b>	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.
<b>Technical Account Manager</b>	This person is available as an optional, paid service. They serve as a point of contact for technical guidance and escalations.
<b>Security Success Manager</b>	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.
<b>Customer Champions</b>	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](https://support.code42.com)
- Participate in role-based training courses at [university.code42.com](https://university.code42.com)
- Get product announcements and engage with fellow Code42 customers at [success.code42.com](https://success.code42.com)



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Code42 is the leader in insider risk detection 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 and reduce insider risk while fostering an open and collaborative culture for employees. Backed by security best practices and control requirements, Code42's insider risk 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. Code42 was recognized by Inc. magazine as one of America's best workplaces in 2020. For more information, visit [code42.com](https://code42.com), read [Code42's blog](#) or follow the company on [Twitter](#). © 2020 Code42. All trademarks property of their respective owners. (SO2010205)