

Security Voltage PS Remote Onsite SVC

Maximize the value of your Micro Focus Voltage investment.

Overview

Micro Focus® Security Voltage Remote Per-Day Services are designed to help customers extend the functionality of Security Voltage products, aimed at meeting their organization's unique requirements by providing Micro Focus consultants to complement their own staff capabilities.

The Security Voltage Remote Per-Day Service can be applied toward: the implementation of Security Voltage products. Assistance with architectural design, installation and configuration by a trained Software Professional Services specialist may be included in this service, at the direction of the Customer. Customers can take advantage of Security Voltage Professional Services' product, security, and infrastructure expertise throughout the deployment process. The Security Voltage Remote Per-Day SVC helps ensure Customers maximize their investment in the Security Voltage solution.

Service Implementation

Micro Focus Security Voltage Products During the engagement, a trained Micro Focus consultant will be able to perform Services per customer's written request and coordination. Services are conducted in accordance with the product manufacturer's specifications and your specific requirements provided in the pre- installation questionnaire.

Developer Support During Integration

The consultant may perform any of the following activities:

- Integration design guidance for integration with Customer's reference applications.
- Review and validate of integration and deployment plans.
- Guidance regarding which Security Voltage interfaces to use for specific use cases, what parameters should be passed, etc.
- Best practices walkthrough, including topics such as:
 - Pre-implementation check lists Key Rollover and Management Authorization
 - Authentication Identity Design
- Assist in planning the rollout.
- Remote support during the rollout.
- Participate in a close-out meeting

Customer Mentoring

The consultant may provide mentoring and knowledge transfer associated with any of the following topics:

- Introduction to Security Voltage technologies
- Key Management, Key Rollover, and Data Rollover
- Basics of Authorization and Authentication in the context of Security Voltage software

Service Eligibility

The Customer must provide the following for delivery of this service:

- Customer must own or concurrently purchase Micro Focus Voltage Security products.
- Sufficient network connectivity, rack space, power, and cooling at the Customer site to support the Security Voltage solution.

Data Sheet

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- Management Console and the various configuration options
- Introduction to Voltage API's, SOA Services, and Command Line options
- Integration with Hadoop or Teradata
- Maintenance and Operations

Service Planning and Deployment

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

- Micro Focus will provide consultants with the following skill set(s) to work at the direction of Customer:
- Assist in developing reference solution architecture for the enterprise deployment.
- Assist in the planning and deployment of Security Voltage products into pre-production and/or production environments.
- Assist in the integration of Security Voltage products with other Customer applications.
- Develop a solution Architecture for the applications inside an agreed-upon scope.
- Guide configuration of the solution as defined within the Solution Architecture.
- Guide and/or review documentation of the deployed Security Voltage solution.
- Assist with desired brand changes (SecureMail)

Service Eligibility

Prerequisites

The Customer must provide the following for delivery of this service:

- Customer must own or concurrently purchase Voltage Security products.
- Sufficient network connectivity, rack space, power, and cooling at the Customer site to support the Security Voltage solution.

Service Limitations

Activities such as, but not limited to, the following are excluded from this service:

- Purchasing SSL certificates needed for installation
- Coding or programming to integrate Voltage API's with Customer's applications
- Any task that requires access to Customer systems or data. Voltage shall not have direct access to either Customer systems or Customer data. This includes making firewall, DNS or other networking changes within the Customer network
- Any services not clearly specified in this document or services beyond the license limitations of the included products.

In addition, the Customer will be responsible for all applicable backups.

Customer Responsibility

- Contact a Services specialist within 90 days of the date of purchase to schedule the delivery of the Service.
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist in facilitating the delivery of this Service.

- Ensure the availability of all hardware, firmware, and software required by the Services specialist to deliver this Service.
- Retain and provide to Micro Focus upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service.
- Depending on the requirements, Voltage may ask Customer to install multiple servers to enable testing failover, DR, HA scenarios, and other aspects that need multiple servers; in this environment the Customer can test the interaction of Voltage software with other systems (AD, Application Servers, Databases, etc.). This will help the Customer test the system to mimic the production environment.

Duration

Delivery of this Service will not exceed a total of 8 service hours. This Service will be delivered remotely by one consultant for up to 1 day.

Terms

This offering consists of a consulting and training effort and is governed by the 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 Micro Focus under this data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by Micro Focus; software as a service; managed print services; and outsourcing services.

Acceptance of Deliverables occurs upon delivery.

Contact us at:
www.microfocus.com

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Hiring of Employees. You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any 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 employees. Authorization to Install Software. During the provision of services, Micro Focus may be required to install copies of third-party or Micro Focus-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 hereby authorizes Micro Focus to accept all ShrinkWrap Terms on its behalf.

Intellectual Property. Micro Focus may provide tools, templates, and other pre-existing intellectual property of Micro Focus during the course of providing services ("Micro Focus Pre-existing IP"). Micro Focus Pre-existing IP does not include, nor is considered a part of, either the Deliverables or Micro Focus software products. Micro Focus retains all intellectual

property ownership rights in such Pre-existing IP. All Micro Focus Pre-existing IP is Micro Focus Confidential Information. Micro Focus Pre-existing IP may be governed by additional license terms that are embedded in the Micro Focus Pre-existing IP.

Payment and Validity

This offering will be pre-billed. You agree to pay invoiced amounts 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, Micro Focus' 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

To avoid a Cancellation Fee as defined herein, you shall notify Micro Focus in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete 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.

Learn more at

www.microfocus.com/software/services