

# HP Sure Click Enterprise Service

Backed by HP Security



## Service benefits

- Accelerate your HP Sure Click Enterprise deployment to secure your end points faster
- Apply a best-practices methodology developed through years of enterprise experience

## Service highlights

- Provide subject matter expert (SME) services
- Choose from service options based on your organization's needs
- Use for deployment, administration, or day-to-day operations

## Service overview

As a rapidly growing set of enterprises and government agencies can attest, adding HP Sure Click Enterprise powered by Bromium to your endpoint environment is a game-changing event. Leveraging CPU-enforced threat isolation and threat analytics, you can gain an ability to protect, detect, and respond to zero-day threats and attempted breaches in real time.

Whether you need a week of assistance or a full-time resource, the services offerings from HP Security can help you rapidly realize the value of your HP Sure Click Enterprise investment.

## Features and specifications

HP Security offers three service options to transform HP Sure Click Enterprise into operational reality:

### Deployment Services

For organizations that want a quick boost to their knowledge and the confidence that HP Sure Click Enterprise will be deployed correctly and efficiently for the first time or as part of ongoing operational efforts, HP Security offers Deployment Services.

Deployment Services activities may include, but are not limited to:

- Deployment planning
- Design and architecture services
- Environmental preparation
- System configuration
- Installation services
- Upgrade planning and assistance
- Training for administrators, help desk teams, and users
- Weekly status report that tracks activities, hours used, and hours remaining

## Features and specifications (continued)

### Resource Service

For organizations that want to customize the type and duration of remote services, HP Security offers Resource Service. Resource Service activities may include, but are not limited to, the same activities as Deployment Services, but with flexibility on duration of the service period.

### Onsite Engineer

For organizations that want to augment their team with an expert who will assist and execute day-to-day operations of HP Sure Click Enterprise, HP Security offers the Onsite Engineer option in one-year commitments.

Onsite Engineer activities may include, but are not limited to:

- Deployment planning
- Design and architecture services
- Environmental preparation
- System configuration
- Installation services
- Upgrade planning and assistance
- Training for administrators, help desk teams, and users
- End-user support
- Weekly status report that tracks activities, hours used, and hours remaining

A quarterly onsite executive briefing on security trends, detailed analysis of your threats as well as aggregated analysis across industry, and deployment health is available quarterly as part of the Onsite Engineer option.

| Service Features                                                     | Deployment Services | Resource Service | Onsite Engineer |
|----------------------------------------------------------------------|---------------------|------------------|-----------------|
| Service quantity                                                     | 44 hours            | 1 hour           | 1,840 hours     |
| Flexible scheduling (allowing service delivery in smaller durations) | Yes                 | Yes              | No              |
| Remote delivery of services available                                | Yes                 | Yes              | Yes             |
| Onsite delivery of services available                                | Up to one trip      | No               | Yes             |
| Minimum service duration                                             | One hour            | One hour         | One hour        |
| Weekly status report, when resource is engaged                       | Yes                 | Yes              | Yes             |
| Quarterly executive briefing                                         | No                  | No               | Yes             |
| Expires one year from purchase                                       | Yes                 | Yes              | Yes             |
| Prepaid                                                              | Yes                 | Yes              | Yes             |



## Delivery specifications

### Service options and responsibilities

- **Deployment Services:** Deployment Services are offered in a flexible short-term block of expert service (44 hours) that can be purchased singly or in multiples for longer efforts. Services are typically delivered in person, via teleconference, or via telepresence, using either a hands-on-keyboard or over-the-shoulder consulting approach, as needed.
- **Resource Service:** The Resource Service is offered when neither the weekly Deployment Services nor the Onsite Engineer services meet your needs. Services are delivered remotely via teleconference, via telepresence, or working independently, as needed. If onsite delivery is required, T&E expenses will be negotiated separately.
- **Onsite Engineer:** The Onsite Engineer is typically embedded within your organization, delivering guidance and assistance using a hands-on-keyboard consulting approach.

### HP responsibilities

For all three services, HP will:

- Jointly develop with you an agreed-upon plan to allocate the services to relevant deployment activities.
- Complete deployment activities per the agreed-upon plan.
- Proactively make recommendations and prevent issues to help advance your deployment objectives.

### Customer responsibilities

For all three services, you will:

- Provide accounts and administrator access to your controller.
- Provide remote access to on-premise controllers, if applicable.
- [Onsite Engineer only] Provide access to a customer-imaged Windows PC for in-depth testing and troubleshooting.

### Requirements

Sure Click Enterprise or Bromium Secure Platform software with applicable licenses are required.

## Service limitations

### Deployment Services

- North America: Travel expenses included in North America for up to one onsite visit. Inquire for other availability; additional expenses may apply.
- Europe: Travel expenses included in Europe for up to one onsite visit.
- Latin America, Middle East, Africa, Asia Pacific, and Japan: Inquire for availability, additional expenses may apply.

### Onsite Engineer

- North America: Travel expenses included in continental United States. Certain locations may allow only four days onsite per week. Inquire for other availability; additional expenses may apply.
- Latin America, Europe, Middle East, Africa, Asia Pacific, Japan: Inquire for availability, additional expenses may apply.

## Ordering information

HP Sure Click Enterprise Service is limited to those who have purchased or are evaluating HP Sure Click Enterprise. Services are limited to supported configurations.

## For more information

Contact your local HP sales representative or channel partner for details or visit [hp.com/go/deploy](https://hp.com/go/deploy).

## Terms and Conditions

Visit [support.bromium.com/s/sla](https://support.bromium.com/s/sla).

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