



Service Brief cStor Mimecast ManageWise Express Service

Summary

The cStor **Mimecast ManageWise Express Service** provides support for routine maintenance to help prevent unplanned downtime, optimize system performance, support business needs and free up time to work on key business objectives. It is part of a new breed of IT service, born out of the same economic necessity and technological capacity as on-demand consumer services. It helps relieve tension between IT and the business by striking a healthy balance of stability and agility, providing the resources to keep existing infrastructure strong while enabling business growth.

Delivery

The cStor Mimecast ManageWise Express Service is delivered as follows:

Discovery, Assessment, and Health Check

cStor engineers engage with designated client personnel to perform an assessment and review. cStor will review the client's Mimecast environment against standard methodology and best practices. This is typically completed remote and should not exceed two business days. Tasks include:

- Assessment of the client's Mimecast implementation
- Review of performance and perceived functionality with the client
- Review overall environment health and adherence to standard best practices
- Document findings and recommendations then outline a roadmap of tasks for future plans or remediation
- Advise client on any new features or modules not currently in use (i.e.; archiving, sync and recover, and resilience)
- Future environment design and planning as needed
- Mimecast environment documentation and technical client documentation if time permits

Responsibilities

cStor Responsibilities

- Mimecast ManageWise Express Service as outlined in this service brief

Client Responsibilities

- The client must provide all information requested by consultant for the completion of services
- The client must provide a knowledgeable contact who is available throughout the service to clarify questions and provide information, access, and passwords when needed
- Adherence to all cStor's services terms and conditions located at <http://cstor.com/legal/>
- Clients must provide at least two (2) weeks advanced notice to schedule service delivery. Service(s) will be scheduled on a mutually agreed date based on Consultant resource availability
- Client will provide remote and all needed access to client's environment to complete services

cStor's **TERMS AND CONDITIONS**

<http://cstor.com/legal/>



Shared Responsibilities

- The entire cStor service must be completed within chosen contract term. Otherwise, the order will be automatically terminated and deemed complete
- cStor will send the client a confirmation email when the service is complete, providing an opportunity for the client to advise if the service was not delivered satisfactorily. If the client does not submit a written notification of a service performance issue within five (5) business days from receipt of the closure email, the work will be deemed accepted

Exclusions

Any additional work or service not defined within this Service Brief.

Other deviations from service scope can be accommodated with the purchase of additional cStor services.

Fee Description and Payment

Before performance of any services, cStor requires an approved purchase order from the client, acceptable to cStor. cStor may invoice upon receipt of the approved purchase order. Payments are nonrefundable with no right to refund or credit. If the client requires additional services time, a new cStor sales quote and purchase order will be required.

Project Change Process

The Professional Services described in the Work Order are based upon cStor's understanding of Client's Sites and desired environments as of the Work Order Start Date. Any substantive change to the Client's Sites, the IT environment or any latent or unusual conditions that impact the scope, cost, manner, method, or schedule to perform including inaccurate, incorrect or incomplete Client information will be subject to the Project Change Process. In addition, any additional requests that alter scope, tasks, deliverables, assumptions or schedule will be subject to the Project Change Process. All information requested is subject to timely response by the Client to meet schedule objectives.

Additional Services

cStor can assist clients with every phase of the technology lifecycle.

- **Technology Innovation** – Bring solutions to help clients be champions of innovation
- **Architecture and Design** – Customize solutions to transform and drive success
- **Implementation** – Quickly realize accurate solution implementation
- **Manage and Optimize** – Maximize solution value and innovation for clients
- **Lifecycle and Refresh** – Continue to drive value and innovation and keep clients current with technology

cStor can assist with any phase of the lifecycle – from planning a next-generation solution, providing an extra set of hands for a major deployment, or strategizing for optimizing an existing infrastructure. cStor's comprehensive portfolio of related services includes consulting, design, implementation and support services. What's more, cStor service personnel have the skills to help clients start it right and keep it right to ensure long-term success.



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