

Deployment Support Account Manager

Service Description

Pulse Secure Deployment Support Account Manager (DSAM) is a named contact who provides remote assistance for the deployment of Pulse Secure products. The DSAM is the End User's advocate within Pulse Secure to manage End User service-related activities during the deployment. The DSAM resource is available during the End User's local business hours and provides remote assistance for on-boarding, configuration, migration, and user deployment. The service is delivered for **up to** a maximum of ninety days as follows:

- **Up to thirty (30) days** for system setup, configuration, and use-case validation on test systems.
- **Up to sixty (60) days** monitoring and addressing any support issue that may arise after deployment to production.

Deliverables

The deliverables of the DSAM Service include:

- Single Point of contact within Pulse Secure to oversee the deployment of Pulse Secure products. The DSAM is a senior Support Engineer who is able to provide remote hands-on assistance for deploying or resolving issues on Pulse Secure appliances.
- Remote assistance for software upgrades, new deployments, configuration reviews, and hardware platform upgrades.
- Recommendations on security fixes, software versions, and the best Pulse Secure release based on the End User's deployment scenario.
- Assurance that the deployment will follow Pulse Secure's best practice and security guidelines.
- Faster issue resolution and skip-tier support for issues that may arise during the deployment. Deployment related cases are triaged and handled by tier 2 engineers and can be escalated directly to engineering depending on the complexity of the issue.

- Account set up assistance and ongoing account management during the deployment period.
- Deployment documentation that explains the configured system and selected configuration options. This document will be provided by the DSAM at the end of the deployment.
- Two-hour remote training to the End User's technical contact to explain how the system functions and how to perform on-going maintenance on the system. Additional training, if required, can be purchased separately.
- Monitoring the deployment and resolving any support issue until the expiration of the DSAM service.
- Presentation of Pulse Secure products and services as well as customized recommendations for the End User for future improvements at the end of the deployment.

Scope

- DSAM Services are provided on Pulse Secure products only.
- Services shall be delivered remotely from an authorized Pulse Secure location unless stated otherwise. The assigned DSAM resource may not be based in the End User's country. However, the DSAM will be available during the End User's business hours.
- One DSAM unit is meant for up to 8 Pulse Secure appliances (HW or VA). End User's requiring deployment or handling of more than 8 appliances will need to purchase additional DSAM units at 0.5 unit for up to 4 additional appliances.
- The maximum duration of a DSAM service is the earliest date between the end of the deployment and ninety consecutive days after the kick-off meeting.
- DSAM is only for implementing currently supported features. Enhancement requests or unsupported features that are uncovered during the delivery of DSAM services will be escalated to the Pulse Secure support team.
- DSAM services are provided in English only. Local language and specified DSAM citizenship, if needed, can be purchased separately depending on availability.

Out of Scope

The DSAM Service does not include:

- Configuring and supporting non-Pulse products.

- Architecting the End User's network. The service assumes that the End User has network diagrams and the DSAM resource will focus on deploying Pulse Secure appliances to meet the End User's desired use cases.
- On-site assistance. The DSAM service is delivered remotely. On-site assistance, if required, can be purchased separately.

Eligibility and Prerequisites

Pulse Secure Deployment Support Account Manager (DSAM) add-on is available for purchase only by End Users who have purchased products and services. DSAM services are only for Pulse Secure appliances that have an active Pulse Secure support contract.

The services will start on the day the DSAM and the End User's team meet for introduction and project kick-off and the service will end at the earliest date between the completion of the deployment or after 90 consecutive days.

The DSAM will notify the End User, by email, when the deployment is complete. The End User will have up to ten days after such notification to request additional deployment related services. If no services are requested by the End User after ten days following the deployment completion notification, the DSAM services will be deemed complete. Additional service requests by the End User after the completion of the DSAM service will be handled by the Pulse Secure Customer Support team.

End User Responsibilities

- Provide network diagrams, Pulse Secure appliances, IP addresses, and remote access to the DSAM for the deployment.
- Provide e-mail address and contact information of the technical contact for the deployment services. The End User will designate contacts who are senior engineers and who have the authority to make any necessary change to the network configuration.
- Contact Pulse Secure Support to schedule the kick-off meeting and provide all of the required information for the service delivery including serial numbers, appliance models, and location of the appliances.
- Provide information on the current configurations and any configuration back-ups if requested by the DSAM Services.

- Provide access to servers, equipment, information, logs, infrastructure, users, and other resources that are necessary for the delivery of the service.
- Participate in ongoing communications and meetings with Pulse Secure primary contact(s) for the delivery of the service and for knowledge transfer at the completion of the deployment
- Provide Pulse Secure with any information Pulse Secure may reasonably request throughout the delivery of Services. If third-party participation and cooperation are required for the performance of End User responsibilities, the End User shall be responsible for getting such participation and cooperation.

Availability

- DSAM Services are available globally excluding countries listed in Group E under the U.S. Export Administration regulations, which are currently Cuba, Iran, North Korea, Sudan, Syria and the Crimea region of Ukraine and any other countries, entities, or individuals to which the delivery of DSAM services may be prohibited by applicable law.
- The assigned DSAM resource is available during the End User's local business hours Monday through Friday from 8AM to 5PM, excluding Pulse Secure observed holidays.

Ordering Information

For ordering information, please contact your local Pulse Secure Partner or Pulse Secure field sales manager.