

VMware Carbon Black Cloud™ Advanced Consulting

Professional Services Packages

Overview

The VMware Carbon Black Cloud™ Advanced Consulting Professional Services Packages provide services to assist Customer in gaining expertise in using VMware Carbon Black Cloud™ products.

A VMware Consultant will work jointly with the Customer team via remote working sessions or on-site (subject to additional travel expenses agreed in advance) to provide recommended best practices advice and product knowledge transfer to enable Customer to operationalize the deployment.

Package Requirements

The Package requires the following:

- Customer will designate appropriate personnel (“Appropriate Personnel”) to participate for the full duration of the project’s working sessions
- It is expected that the Appropriate Personnel will have completed the VMware Carbon Black Cloud™ training course(s)
- Appropriate Personnel will be Security Operations Center (SOC) analysts who are day-to-day users of VMware Carbon Black Cloud™
- The initial VMware Carbon Black Cloud™ implementation services project associated with the VMware Carbon Black Cloud™ licenses has been completed and 80% or more of the purchased license capacity has been deployed
- The VMware consultant will be provided the requested configuration information and appropriate console access to the VMware Carbon Black Cloud production deployment during remote working sessions as required to conduct the in-scope services

Project Activities

- Project kick off call and pre-site visit preparation including:
 - Gathering required configuration information regarding your VMware Carbon Black Cloud™ production deployment
 - Mutual agreement of working sessions schedule
 - If onsite: Two (2) consecutive days of onsite Customer hands-on working sessions for up to eight (8) hours each day and up to four (4) one-hour remote planned sessions following the onsite working sessions
 - If remote: The Company will work with Customer to arrange suitable remote working sessions.
- The VMware consultant will review best practices with Appropriate Personnel associated with the following product features:
 - Threat hunting with VMware Carbon Black Cloud™ data
 - Enhancing VMware Carbon Black Cloud™ policies
 - Incident triage and response with VMware Carbon Black Cloud™
- Provide project closure notification email

Project Scope

The professional services hours included in this package is up to 24 hours

Out of Scope

The VMware Carbon Black Cloud™ Advanced Consulting Package does not include:

- Customer solution training other than the defined in scope services
- Developing custom documentation
- Building of custom scripts or feeds
- Remediation/removal of unauthorized, malicious, or unwanted files
- Investigation and analysis of potential malware and threats
- Troubleshooting integration or infrastructure issues when deemed to be non-Company product issues

Project Scheduling

After Customer purchases the Package, Customer will receive an email notification with instructions on engaging the VMware Professional Services team to schedule the project kickoff call.

Travel Expenses: Travel expenses are not included in the Package. If onsite work is requested, Customer will be invoiced for travel expenses incurred.

Customer Team: The Customer is expected to provide the appropriate personnel to support the implementation service's working sessions.

Cancellations: Provider will decrement the Customer's allotted hours for any planned remote session time, on a per resource basis, that is cancelled within two (2) business days of the scheduled time.

Communication in English: Provider assumes that all communication between Provider and Customer, verbal and written, will be in English.

Working Hours: VMware Professional Services will be performed during normal VMware business hours and workdays (weekdays and non-holidays).

Terms and Conditions

This Datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions (see <http://www.vmware.com/files/pdf/services/tc.pdf>). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside the United States, the VMware contracting entity will be VMware International Limited.

If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase, or the service will be forfeited.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

