

## Health Check

### Clearswift Professional Services

At Clearswift, we recognise that there will be times when you want expert knowledge to help with the deployment, upgrade, or migration of our products. We can also conduct periodic health checks, or provide consultation around business process change in existing solutions. The range of service packages we offer has been designed to ensure that you get the maximum value from your investment in Clearswift solutions.

### Health Check Packages

Our team of certified engineers will review your Clearswift deployment to ensure that it's optimally configured and recommend how your content security policy can be amended to meet the changing needs of your organisation. We offer a range of health check packages that can be tailored to meet the specific requirements of your organisation.

#### Our packages are:

- **Bronze:** One of our engineers will review your Clearswift infrastructure to ensure that the software and hardware components are working at peak efficiency. We'll also review your existing content security policy and suggest changes that will ensure it meets the current needs of your organisation.
- **Silver:** In addition to the standard health check, one of our engineers will implement the recommended improvements to your content security policy. This will be performed alongside your team to ensure that you fully understand the implication of any changes.
- **Gold:** To maximise your return on investment, our engineer can also deliver a formal training course to ensure that you fully understand how to adapt your content security policy to meet the changing needs of your organisation.

### Health Check Packages at a Glance

Description	Bronze	Silver	Gold
Review of infrastructure	✓	✓	✓
Hardware health check	✓	✓	✓
Software health check	✓	✓	✓
Review of content security policy	✓	✓	✓
Knowledge transfer	✓	✓	✓
Health check report including policy improvement recommendations	✓	✓	✓
Implementation of recommended policy improvements and testing	✗	✓	✓
Clearswift Engineer (CE) training course+	✗	✗	✓
Typical duration*	1 day	2 days	3, 5, or 7 days

+ Bespoke course for up to 4 people. The course durations are:

- CE Clearswift SECURE Email Gateway: 1 day
- CE Clearswift SECURE Web Gateway: 1 day
- CE MIMESweeper for SMTP Level 1: 3 days
- CE MIMESweeper for SMTP Level 2: 2 days

\* Durations are based upon a typical customer deployment of a single Clearswift solution. More complex deployments may require longer engagements. Clearswift will conduct a review of your existing deployment prior to issuing you with a formal quote for the health check service.

Clearswift reserves the right to change the contents and pricing of the Health Check Packages at any time.

"The Clearswift team provided excellent implementation and product support... They took time to understand our needs and the system we desired to create. Our project was considered by all to be a resounding success."

Joy Harvey,

IT Business, Androscoffin Bank, USA

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