Introduction to ProStart Deployment

ProStart - A Better Way To Deploy

Every CrashPlan deployment starts with a ProStart service—a powerful roadmap to get customers up and running with all aspects of the CrashPlan solution. Our proven deployment approach is designed to get you operational quickly without a lengthy implementation timeframe or large investment. The ProStart deployment process provides a dedicated engineer to help define the design of your CrashPlan solution and familiarizes your team with the CrashPlan console—maximizing knowledge transfer and accelerating your success in the process.

PROSTART PROJECT SCOPE

Milestone 1: Project Initiation and Review

PROJECT INITIATION

- Project kickoff and orientation
- Create deployment plan
- Discuss onsite requirements
- Define ongoing project status meetings

REVIEW

- Best practice configuration consultation
- Review network configuration alternatives
- Confirm backup completion and exclusions
- Review firewall rules for managing traffic

Milestone 2: CrashPlan Setup and Configuration

CLOUD DESTINATION CONFIGURATION

- Provision cloud destination in the CrashPlan Cloud
- Post provisioning with cloud defaults

DEPLOYMENT

- Review user deployment tools (if applicable)
- Implement deployment policies / configurations
- Begin pilot group rollout to test agent

AUTHENTICATION / PROVISIONING

- Enable SAML 2.0 SSO authentication
- If supported, create a SCIM provisioning connection
- Confirm auth and AD ingestion functionality

Milestone 3: CrashPlan Configuration and Consultation

ADMIN SETUP AND CONFIG WORKSHOP

- Provision administrator accounts
- Hands-on console walk-through and best practices discussion to help initiate client deployment
- Establish backup best practices

SETTINGS AND DEPOLYMENT OPTIONS

- Backup policy and best practices for exclusions, end-user modification, retention and organizational hierarchy
- Email template review and configuration
- Email relay setup for periodic alerting and reporting

Milestone 4: CrashPlan Customer Rollout Support

ONGOING PROJECT MANAGEMENT

- Scheduled working sessions with dedicated project engineer
- Periodic status calls with dedicated project team
- End of project transition call to CrashPlan technical support team team or Technical Account Manager (if applicable)

Implementation Teams

A successful project is a shared responsibility. CrashPlan Professional Services partners with your team throughout your deployment and beyond.

CRASHPLAN IMPLEMENTATION ROLES

Role	Responsibility
Professional Services Project Manager	• Manages the project deployment • Primary point of contact for project updates and task management • Ensures client visibility and project progress
Professional Services Solutions Consultant	• Technical point of contact • Deploys and configures CrashPlan software • Provides best practices and recommendations tailored to your organization
Technical Account Manager (if purchased)	• Technical point of contact after project completion • Continued guidance on recommendations and best practices as your needs evolve
Technical Support Team	• Provides 24x7 customer support for CrashPlan client administrators
Customer Success Manager	• Manages CrashPlan-customer relationship to ensure success and overall satisfaction

CUSTOMER IMPLEMENTATION ROLES

Role	Responsibility
CrashPlan Administrator	• Manages administration of the CrashPlan console • Primary point of contact
Network Engineer	• Manages firewall rules • Manages policies for backup traffic flow
Package Deployment Administrator	• Helps implement silent push installation • Determines rollout policy and procedures

CUSTOMER IMPLEMENTATION ROLES (CONT.)

Role	Responsibility
Retention and Policy Manager	• Provides direction for backup policies • Determines what gets backed up and frequency
Active Directory Administrator	• Provides direction on what attributes are available to automatically manage users within CrashPlan • Installs and maintains CrashPlan app within IdP to allow provisioning of users • Maintain SSO connection ensuring attribute changes are reflected in Code42

Add-On Offerings (not included in base scope)

- Legal hold consultation and configuration

Assumptions

- ProStart services take place in multiple sessions, including an initial remote workshop, two days at the customer site and follow-up remote working sessions
- Code42 is not responsible for customer-provided hardware/OS configurations
- Configuration and consultation may be performed remotely via screen share
- All services will be conducted in English
- Travel expenses are not included in the price of this package

CrashPlan