

APPGATE SDP Professional Services

As with any new software implementation, it is important to set clear objectives and assign dedicated resources to achieve rapid ROI. Our highly skilled Professional Services team supports efficient onboarding for Appgate SDP customers and advises on best practices to ensure optimum results.

Want to learn more about the Appgate SDP delivery and deployment?
[View the Delivery Journey and Deployment Guide.](#)

IMPLEMENTATION SERVICES

The Appgate SDP Core Deployment Service Package includes direct assistance with the planning, designing, deployment and initial user access configuration of your Appgate SDP system. Once the software is configured, tested and the selected user group has successfully tested their access, the service is considered completed. The system is now ready for wider adoption within production, led by the customer admin.

Appgate SDP Core Deployment Service Package Details

Service	Scope	What's Included
Core Deployment Service	Agreed High-Level Architectural Design	
	Deployment of Controllers and Gateways as per the agreed Design and chosen Deployment model	Max 4 sites (requires site licenses)
	Integration with chosen supported identity provider	Up to 4
	Integration with chosen supported multi-factor authentication provider	Up to 2
	Foundation configuration of conditions, policies, and entitlements	Up to 10 entitlements, 10 policies
	Service covers assistance to enable UAT	Up to 25 clients
	Remote admin user interface (UI) walk-through and best practices	
	Portal deployment and User Acceptance Test (UAT) Configuration	Up to 2 policies and 3 entitlements
	Term	3 months, subject to extension as set forth in section below

Available Stand-Alone or Add-on Deployment Services

In addition to the Core Deployment Service Package, we offer a variety of other services (which can be purchased as stand-alone services or add-ons to the Core Deployment Service Package) for our customers in production. These services are designed to further optimize your Appgate SDP deployment and identify additional areas of improvement to best meet your overall utilization goals.

Service	Scope	Scope Comments	Term
Cloud Service Guidance	Up to 2 adapter configurations are included. Walkthrough of Appgate Cloud Service offerings.	Option to enable Appgate Cloud Services. Service includes configuring up to 3 risk engine rules.	One month as a stand-alone service. If added to core deployment service, term of this service and core deployment service is 4 months.
Connector Configuration Service	2 Express or Advanced resource group configurations	Service considered complete when resources behind Connector are reachable	One month as a stand-alone service. If added to core deployment service, term of this service and core deployment service is 4 months.
Production Rollout Support	Assigned Appgate technical advisor who will provide remote technical sessions and assist in trouble shooting as users are added and Appgate SDP policies configured by customer admin	Option available in addition to Appgate SDP Core Deployment Service <ul style="list-style-type: none">• Minimum 2-hour weekly working session.• Total of 8 hours/month	Five months as a stand-alone service. If added to core deployment service, term of this service and core deployment service is 8 months.
New Admin Quick Start Service	<ul style="list-style-type: none">• Essentials Training• Basic Health Check• Operations Review	Option for clients that require fast training for their new Appgate SDP admins	2 months
Best Practices Review Service	<ul style="list-style-type: none">• Architecture Review• Basic Health Check• Hardening Practice• Operations Review	Option for a quick assessment of the SDP Collective current state	2 months
Portal Deployment Service	Assistance to successfully connect one Portal Appliance to the Appgate SDP Collective, and the test users can successfully connect to the resources identified as part of the UAT	This Service covers assistance to enable UAT with up to 3 Policies and a total 5 test Entitlements.	1 month

CUSTOMIZED PROFESSIONAL SERVICES

If the customer requests custom Deployment Services or Professional Services in addition to, or instead of, the standard forms of Implementation Services and pre-defined offerings available, then the customer agrees to execute a separate Statement of Work (SOW) with Appgate and/or Appgate's partner. This SOW will be provided to the customer by Appgate or Appgate's partner and will be agreed to by the parties. This is available for new or current customers in need of additional or custom services to help with adoption.

APPGATE SDP DEPLOYMENT AND PROFESSIONAL SERVICES TERMS

These Deployment and Professional Services Terms govern the purchase, access, and use of any Deployment Services for Appgate SDP.

Out of Scope:

- Services do not include any third party or non-Appgate provided devices, services, or software.
- Hardware rack and stack or any kind of infrastructure readiness work required for seeding the Appgate appliances.
- Advanced configurations such as server, automation and/or criteria scripting, as well as internal and external API integrations, are not included in Appgate's standard service offering.
- Customer-specific documentation such as LLD and operational playbooks and handover documents are not included in Appgate's standard service offering.
- Appgate will not provide a replacement Services team member during planned or unplanned absences that are expected to have a duration of less than two (2) weeks.

Assumptions/Rules:

- Except as set forth in a customized SOW or otherwise agreed to in writing, all Services will be performed remotely.
- Services are provided during Standard Working Hours, unless otherwise agreed. "Standard Working Hours" are (a) for North America, Central America and South America, Monday - Friday, 9 a.m. to 6 p.m. ET and; (b) Europe, Middle East, and Africa (EMEA) and Asia Pacific (APAC), Monday - Friday, 8 a.m. to 5 p.m. CET in all cases excluding Appgate-recognized holidays.
- Resource assignment will happen up to 1 week after signed Quote/Statement of Work is received by Appgate.
- If the deliverables have not been completed within the applicable term due to no fault of Appgate, Appgate reserves the right to re-estimate the work.
- Customer will provide overall project management, including making required network changes, to fully utilize the Products.
- Customer will identify and provide all details regarding project use cases and architectural design goals.
- Customer will provide the necessary infrastructure and technical resources in a timely manner to avoid delays and ensure the effectiveness of the Appgate engagement.
- Services can only design for and configure the existing, generally available Product capabilities.
- Customer will manage any necessary change requests and stakeholder involvement.
- All data entries to benefit from the systems functions will be done by the customer's own SDP admin.

About Appgate

Appgate secures and protects an organization's most valuable assets and applications. Appgate is the market leader in Zero Trust Network Access (ZTNA) and online fraud protection. Appgate products include Appgate SDP for Universal ZTNA and 360 Fraud Protection. Appgate services include threat advisory analysis and ZTNA implementation. Appgate safeguards enterprises and government agencies worldwide. Learn more at [appgate.com](https://www.appgate.com)