Align ForeScout CounterACT with Your Business. Fortify ROI and Protection.

Strengthen your customers' security postures and returns on investment (ROI) by implementing ForeScout CounterACT with the guidance of Westcon-Comstor Professional Services engineers.

CounterACT helps organizations mitigate security exposures and cyberattacks by monitoring and controlling networks. This includes assessing network users, endpoints and applications to provide visibility and policy-based mitigation of security issues. To maximize results, it is essential to know what is on the network in order to define business-aligned mitigation policies and/or plan for an enterprise roll out.

Using out-of-the-box software and add-on plugins, our certified ForeScout engineers will configure CounterACT with a full set of classification, clarification, compliance and control policies. We work with your team to ensure that these policies are refined and the system is customized to address your unique business, oversight and reporting requirements.

Why Westcon-Comstor Professional Services for ForeScout

Designed to complement your in-house skills and scope, Westcon-Comstor Professional Services provide you with access to high-level specialist skills aimed to extend your geographic reach and go-to-market capabilities without increasing your capital investment — meaning you only pay for the services you need, when you need them.

Service Features

- Implementation follows industry best practices
- Services performed by certified ForeScout engineers
- Packages can be customized to meet business needs

Benefits for End-User Customers

- Strengthen ROI and maximize CounterACT functionality
- Strengthen security posture by aligning policies with the unique business
- Enjoy faster time-to-value by expediting procurement and implementation
- Address specific requirements by customizing implementation

Benefits for Resellers

- Provides enablement without competition
- Expands your service offerings by leveraging our experienced Security team
- Go-to-market faster with new products, services and technologies
- Access certified resources at competitive prices

ForeScout CounterACT Implementation Services

ForeScout CounterACT Deployment, Visibility and Control

Options for two, three, five or ten days.

Continuous collaboration with the end-user deployment team is required to achieve a successful implementation. It is highly recommended that at least one member of the deployment team has participated in the ForeScout Certified Administrator (FSCA) training.

Design and Planning

- Discuss long-term visibility, control and compliance strategies
- Review network design and provide recommendations for:
  - Appliance deployment
  - Network traffic monitoring and analysis
  - Network device interoperability and external systems integrations

CounterACT Installation and Configuration

- Software installation and updates
- Network segments and locations
- Internal network IP ranges
- Discovery and inventory
- Channel configuration
- SNMP and/or CLI connectivity to network devices as needed
- Endpoint inspection and manageability

CounterACT Policies—Visibility and Control

Classification
- Classify network devices by NMAP, HTTP banners, DHCP, etc.
- Provide options for classifying any unclassified devices

Clarification
- Distinguish between corporate and non-corporate assets
- Configure management of Windows, Macintosh, and/or Linux devices
- Distinguish between managed and unmanaged devices

Compliance Assessment
- Deploy common endpoint compliance policies: antivirus, peer-to-peer, Instant Messenger and Windows updates
- Customized policies based on services, processes, registry keys, installed applications, etc.

Control
- Quarantine potential rogue devices
- Remediate non-compliant, corporate assets
- End-user notifications via URL redirect or email
- Configure Guest Registration controls

CounterACT Base Modules

The installation and configuration of CounterACT base modules is included in the CounterACT Deployment, Visibility and Control service. Those modules include, but are not limited to: Authentication, Core Extensions, Endpoint, Network, Content and Device Profile Libraries.

Engagement Summary

Upon completion of the initial deployment, an engagement summary document is delivered providing the following information:

- Implementation Details including system configuration, deployment strategies utilized and policies created.
- Deployment Audit information detailing the number of endpoints detected, what policies are activated and which plugin versions are installed.
- Support transition instructions to assist the client with access to ForeScout technical product support.

Up to four-hour post-install consultation*

- Assess overall system health and assist with installation of recommended CounterACT updates
- Analyze detected threats and recommend appropriate control strategies
- Review irresolvable, unmanageable, and/or unclassified endpoints and identify remediation steps
- Assist with identification of policy goals and desired enforcement actions
- Review recommendations and/or strategies discussed during the initial deployment

* Based on size and complexity of installation, additional time may be required. The post-install consultation is remote only and must be scheduled within 30 days of the initial deployment.

Optional Services – Customized packages designed to meet specific customer requirements:

Enhanced Policy Development

With the increased network visibility provided by your new ForeScout appliance, data collection and analysis can lead to a more secure environment within your enterprise. Enhanced Policy Development services include the creation, monitoring and fine-tuning of CounterACT policies.

- Assess and remediate malicious or high-risk endpoints
- Analyze device posture and security access
- Allow, limit or deny network rights
- Continuous monitoring and managing of devices

CounterACT Orchestration

ForeScout CounterACT allows organizations to leverage existing technologies on the network through the use of extended modules and plugins. This extensive list of APIs allows CounterACT to share endpoint information with other security platforms and include additional data elements within CounterACT policies. CounterACT Orchestration services include the initial module installation and configuration, along with policy integration and validation.

Package Sizes

For Initial Onsite and Remote Implementation, we offer four options depending on the size and complexity of your implementation. Each of these options includes all activities outlined. Remote installs require reseller/customer rack/stack and initial connectivity or Westcon-Comstor can quote SmartHands services.

Professional Service Packages	Description
SPS-FST-INST-PKG2	• 2-day, remote-only install and up to 4-hour post-installation consultation • Applicable for installations requiring visibility/control for up to 1000 endpoint IPs • Deployment for 1 CounterACT appliance or HA pair
SPS-FST-INST-PKG3	• 3-day install and up to 4-hour post-installation consultation • Onsite labor requires an additional per-day travel fee • Deploy up to 3 CounterACT devices
SPS-FST-INST-PKG5	• 5-day install and up to 4-hour post-installation consultation • Onsite labor requires an additional per-day travel fee • Deploy up to 5 CounterACT devices
SPS-FST-INST-PKG10	• 10-day install and up to 4-hour post-installation consultation • Onsite labor requires an additional per-day travel fee • Deploy up to 8 CounterACT devices

Optional Services SKUs	Description
SPS-FST-INST-DAY	Per-day labor rate (Onsite requires a travel fee)
SPS-GEN-TRVL-EXPN	Travel and expenses—Per-day rate (Minimum 3 days)
SPS-FST-INST-HR	Per-hour labor rate (Remote Only)
SmartHands - CALL FOR QUOTE	SmartHands Services to provide onsite rack and stack services, and remote coordination with engineer. Pricing will be provided at time of request based on site locations and number of devices.

Custom Quotes

Westcon-Comstor can also provide custom quotes to meet your customers' unique ForeScout CounterACT needs. To help provide you with quoting assistance for those custom service opportunities, simply gather the following required information and submit your request to our Services team:

- Full and final BOM that covers the products on which you are requesting services
- Brief scope of work that offers enough details to allow us to quote the project
- Time when work is to be performed (normal business hours, weekend or holiday)
- If onsite labor is needed, please provide full address of all sites where services are to be performed
- If the site is ready for deployment, or will a site survey be required
- Provide a point of contact that we can go to if we have additional scoping questions

Submit your request to ServiceRequest@Westcon-na.com and your project will be assigned to a Service Specialist.

Our Team in North America is at Your Service

For more information, please contact your Westcon-Comstor Security Account Manager or Product Sales Manager, or visit the Westcon-Comstor Professional Services website.