



## Align CounterACT™ with Your Business. Fortify ROI and Protection.

Strengthen security posture and return on investment (ROI) by implementing ForeScout CounterACT™ with the guidance of Westcon-Comstor Professional Services Engineers.

CounterACT™ helps organizations mitigate security exposures and cyber-attacks 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

Strengthen security posture and return on investment (ROI) by implementing ForeScout CounterACT™ with the guidance of Westcon-Comstor Professional Services Engineers.

### 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

## Included and Optional Phases for CounterACT™ Implementation

### Phase 1: Initial Installation

*Options for three, five or 10 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 Network Access Control (NAC) goals and compliance strategy
- Review network design, and provide recommendations for:
  - Appliance deployment
  - Mirroring port traffic
  - Network and systems integrations

#### CounterACT™ Install & Configuration

- Software installation and updates
- Network segments and locations
- Internal network IP ranges
- Discovery and Inventory
- Channel configuration
- Threat protection settings
- SNMP traps from switches/wireless controllers where applicable
- SNMP and/or CLI connectivity to network devices as needed

#### CounterACT™ Policies

- 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 un-managed devices
- Compliance
  - Configure compliance policies: antivirus, encryption, DLP, Microsoft patches, P2P/IM software, etc.
  - Customized policies based on services, processes, registry keys, installed applications, etc.
- Control
  - Introduce remediation for non-corporate assets
  - Quarantine potential rogue devices

#### Plugins

The installation and configuration of the following plugins is included in this service. Additional time may be needed for integrating optional and/or third-party plugins.

DHCP Classify	Reports	User Directory
Host Property Scanner	Switch	VPN
Macintosh/Linux Property	Syslog	Wireless

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## Phase 2: Post Installation Review

### One-day Consultancy\*

- Post implementation, 30 days of log accumulation and analysis
- Review policies for exceptions and irresolvable endpoints
- Remediate threats and implement control policies
- Review unmanageable and unclassified endpoints and identify remediation steps
- Assist with identification of policy goals and desired enforcement actions
- Engagement Summary document

\* Based on size and complexity of installation, additional days may need to be purchased to implement the Control policies. For both on-site and remote packages, the one-day Consultancy is remote only. Additional on-site days can be purchased as described below.

## Optional Phase 3: Full Spectrum of Control Actions

Time required is customized based on consultation

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. Optional Phase 3 includes the creation, monitoring, and fine-tuning of CounterACT™'s advanced Control 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

## Package Sizes


For Initial Onsite and Remote Implementation, we offer three 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 can quote SmartHands services.

Professional Services Packages	Description
<b>WGPS-FST-INST-PKG3</b>	Three-day install, one-day remote consult Onsite labor requires an additional per day travel fee Up to three appliances at one location
<b>WGPS-FST-INST-PKG5</b>	Five-day install, one-day remote consult Onsite labor requires an additional per day travel fee Up to five appliances at three locations
<b>WGPS-FST-INST-PKG10</b>	Ten-day install, one-day remote consult Onsite labor requires an additional per day travel fee Up to eight appliances at five locations
Professional Services Packages	Description
<b>WGPS-FST-INST-DAY</b>	Daily labor rate (onsite requires a travel fee)
<b>WGPS-GEN-TRVL-EXPN</b>	Travel and expenses – Daily rate (Minimum - Three days)
<b>WGPS-FST-INST-HR</b>	Hourly labor rate (remote only)
<b>WGPS-FST-SMARTHD</b>	Smart Hands 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.

Note 1: Travel coordination requires a minimum of three weeks advance notice

Note 2: Larger implementations will require a custom scoping effort.

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## Custom Quotes

Westcon-Comstor can also provide you custom quotes to meet your customer's 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
- Is the site 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.com](mailto:ServiceRequest@Westcon.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 go to [Westcon-Comstor Professional Services](#).