



Unlock the full potential of Mimecast with Exclusive Networks QuickStart Service. Your Mimecast journey kicks off seamlessly with our onboarding services, right after subscribing to Mimecast’s SaaS solution. Our primary goal is to ensure a smooth and successful start for new customers, providing comprehensive understanding of features, functionalities and benefits for a successful launch into your Mimecast journey.

The Engage implementation package is designed to help you quickly and effectively launch targeted awareness and communication campaigns using the Mimecast platform. It includes hands on setup to ensure your team is ready to drive impactful user engagement from day one.

SKU: P-SP021-IP-MC-005

Services Included and Limitations

Average Implementation Time (working days)	10 days
Mimecaster Central (KB & Community)	✓
Continuous Knowledge Transfer	✓
Implementation Troubleshooting Support (phone/remote sessions)	✓
Mimecast Adcon familiarization	✓ (limited)
Named Implementation Engineer	✓
Kick-off call	✓
Scheduled calls and remote sessions	✗
Review/Closure call	✓
Mimecast Engage feature activation	✓
Initial user segmentation for campaign targeting	✓
Setup of 1-2 starter message templates tailored to your goals	✓
Walkthrough of campaign creation and delivery tools	✓
Training on dashboard, reports, and performance analytics	✓
Development of bespoke or heavily customized training modules tailored to specific internal policies, systems, or branding.	✗
Strategic planning of long-term training cadences, targeted campaigns, or risk-based user segmentation	✗
Creation of complex phishing scenarios (e.g., multi-stage attacks or department-specific targeting)	✗
on-site or virtual training sessions, employee comms materials, for internal rollout	✗
Connecting Engage data to third-party tools (e.g., SIEM, HR systems, LMS)	✗