



Secure Email Gateway

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.

Core

As part of the core implementation, you are provided with access and guidance on the Email Security Setup Wizard. During a kick off call we will help streamline the initial configuration of essential email security features in line with best practices. This entry level implementation package is designed for clients with good email system knowledge that require minimal input from an implementation engineers to setup their Mimecast services, or a proficient partner is heavily involved.

SKU: P-SP021-1P-MC-0001

Guided

The second tier Implementation service is designed for those customers that have a good understanding of their own email environments, or a proficient partner is involved, however they may require basic guidance during the setup of the Mimecast services. As part of the Guided Implementation, customers receive access and guidance on the Email Security Setup Wizard, designed to streamline the initial configuration of Mimecast’s essential email security features in line with industry best practices

SKU: P-SP021-1P-MC-0002

Managed

The Managed Implementation is a comprehensive, hands-on deployment package ideal for customers seeking end-to-end expert support. It includes all features of the Guided Implementation such as access to the Email Security Setup Wizard and Mimecaster Central plus in depth configuration and advisory services across critical infrastructure components.

SKU: P-SP021-1P-MC-0004

Services Included and Limitations

	Core	Guided	Managed
Types of customers	Small and MSP	Small/Commercial	Medium/Large/Simple Environments
Average Implementation Time (working days)	30 days	30 days	45 days
Custom Implementation via Statement of Work	x	x	x
Connect App (if suitable)	✓	✓	✓
Mimecaster Central (KB & Community)	✓	✓	✓
Continuous Knowledge Transfer	x	✓	✓
Existing solution policy review & guidance	x	x	✓ (limited)
Guidance at key milestones	x	✓	✓
Cut-over Milestone Hypercare	x	x	1 h
Implementation Troubleshooting Support (phone/remote sessions)	✓	✓	✓
Mimecast Adcon familiarization	x	x	✓ (basic)
Named Implementation Engineer	x	✓	✓
Named Professional Services Consultant	✓	x	x
Kick-off call	✓	✓	✓
Scheduled calls and remote sessions	x	✓	✓
Review/Closure call	x	✓	✓



Services Included and Limitations

	Core	Guided	Managed
Implementation Guidance TTP	x	✓	✓
Implementation Guidance IEP	x	x	✓
Implementation Guidance Journaling	x	x	✓
Implementation Guidance DirSync LDAP, AzureAD, GApps	✓	✓	✓
Implementation Guidance DirSync MSE	x	x	✓
Implementation Guidance MSE	x	x	✓
Implementation Guidance Continuity	x	x	x
Implementation Guidance Sync & Recover	x	x	x
Implementation Guidance Archive Power Tools	x	x	x
Implementation Guidance Advanced End-user Authentication (2FA)	x	✓	✓
Implementation Guidance SAML / SSO Integration	x	x	x
Deployment Guidance for MfO (GPO, SCCM)	x	x	x
Deployment Guidance for Mimecast Mobile (MDM solutions)	x	x	x
Assistance with custom Stationery / Branding (modifications, artwork)	x	x	x
Assistance with creating/migrating custom/legacy DLP configurations	x	x	x
Assistance / Guidance with API integrations	x	x	x
Personalized trainings	x	x	x
Changes to customer infrastructure or 3rd party services by Mimecast	x	x	x
Phased implementations (multiple cut-overs, custom milestones, etc.)	x	x	x
Full end-to-end administration or ongoing management of the Mimecast environment	x	x	x
In-depth configuration or enablement of additional services (e.g. Awareness Training, Archiving, Large File Send, Secure Messaging, DMARC Analyzer)	x	x	x
Security awareness campaign design or phishing simulation setup	x	x	x
User training or internal documentation creation	x	x	x
Implementation Guidance on Sync & Recover	x	x	x
Historic archive Migration/import	x	x	x

Customers benefit from access to Mimecast's Central Mimecast's self-service knowledge base and community platform offering best-practice resources, technical articles, and peer insights to support ongoing success.

500+ users will need a scoping call with Exclusive Networks to confirm requirements