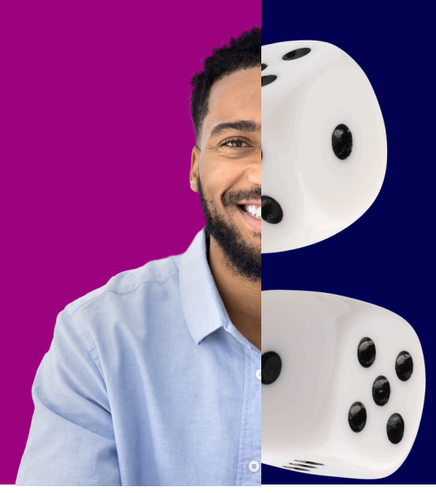
mimecast / EXCLUSIVE NETWORKS



New Feature: Secure Start

Provides expert guidance on the implementation and configuration of Mimecast Features when added after initial setup. Includes Email Continuity, Sync & Recover, Collaboration Security, Large File Send, Secure Messaging, Internal Email Protection/Targeted Threat Protection, and Advanced BEC. Ensures seamless deployment and optimal performance across all environments, while also assisting with package upgrades to unlock enhanced features and advanced security capabilities.

Base Inclusions

P-SP021-1P-MC-0010

Average Implementation Time (working days)	2 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	✓

Advanced BEC

Setup of detection policies and enable "Monitor Mode" to trial BEC protection without immediately blocking emails, allowing you to see how it would affect your environment.	✓
Determine the sensitivity applied to BEC Detections	✓
Select actions triggered by BEC Detections	✓
Choose who will be notified when this policy is applied	✓
Add a rule to apply the policy to different senders and recipients	✓

Internal Email Protect

Create a Connector to establish a connection between Mimecast and your email server.	✓
Create policies for inbound, outbound, and internal email scanning.	✓
Configure URL Protect	✓
Ongoing management of the Admin console	×
Continuous policy tuning beyond the initial guided session	×
Continuous monitoring and tuning of detection parameters and review of alerts	×
Resolution of unrelated email security issues not tied to BEC or IEP	×
Integration with third-party security tools. Any additional integrations with SIEMs or SOAR platforms	×
Configuration of any other policies or definitions in the email gateway.	×
Configuration of any other policies or definitions in the email gateway.	×

Sync and Recover

Configuration of connectors for Microsoft 365	✓
Creation and scheduling of sync tasks	✓
Target mailbox selection and date filtering setup	✓
Test synchronization to confirm data is properly syncing and recoverable	✓
Ongoing management or monitoring of Sync & Recover post-deployment	×
Restoration of large volumes of historical email beyond testing or initial validation	×
Custom automation or scripting outside of native Sync & Recover functionality	×
Configuration of non-Microsoft 365 environments	×
Troubleshooting issues unrelated to Sync & Recover setup	×

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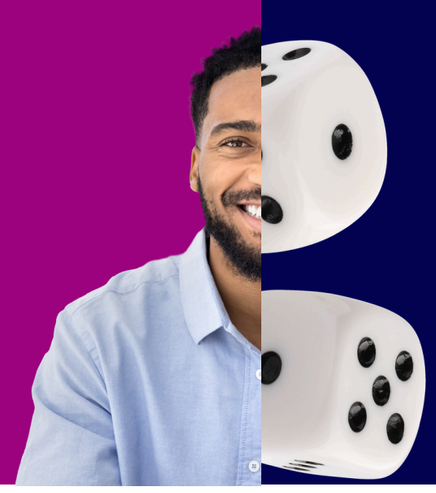

New Feature: Secure Start

Collaboration & Messaging

Protection for MS Teams

Configuration of default policies where you can choose monitor or protect mode	✓
Guidance on setting up Policy Management	✓
Guidance on setting up Reports for your Detections data	✓

Protection for Onedrive and SharePoint

Guidance on configuring TTP managed URLs	✓
Guidance on setting up Reports for your Detections data	✓

Large file send

Configuration of Large File Send policies	✓
Setup of user access and permissions	✓
Setup of user access and permissions	✓
Customisation of file size limits and expiration settings	✓

Secure messaging

Configuration of Secure Messaging policies	✓
Setup of content-based triggers or manual sending options	✓
Walkthrough of the admin console	✓
Ongoing policy management or monitoring after go-live	×
End-user training or communications rollout	×
Custom scripting or API integrations beyond standard setup	×
Enablement of unrelated Mimecast services (e.g. Email Gateway, DLP not related to Secure Messaging)	×
Third-party integrations or SIEM logging setup	×
Remediation of existing threats in SharePoint/OneDrive/Teams	×

Continuity

Activation of the Email Continuity service for your environment	✓
Configuration of continuity policies and settings	✓
Ensure mail routing is correctly aligned with continuity failover.	✓
Guidance on Creating a Continuity Monitor or Configuring Continuity Events	✓
Guidance on Creating a Continuity Monitor or Configuring Continuity Events	✓
Guidance to ensure users have access to email via the Mimecast Personal Portal or Outlook add-on	✓
Disaster recovery planning or testing	×
Custom user access configurations. Configuration of user groups, granular permissions, or tiered access for different roles	×
User communication or training plans	×
Integration with third-party backup or DR systems	×
Mobile device setup support	×