

# Unified Endpoint Management (UEM) Service Guide

LevelBlue Professional Services deliver three managed service tiers for Endpoint Security: Essentials, Advanced, and Premium. The scope of services for each tier enables the entitled functionality and feature sets provided by the underlying UEM product supporting the solution. A feature matrix provides detailed information about the functionality and feature sets by tier provided by each UEM vendor.

The process includes an initial kickoff call with the customer, followed by a Readiness call (if needed), and finally installation, configuration, and training call(s).

- Alignment of all UEM configurations and policy design with Customer's requirements is the responsibility of Customer. Procurement, configuration, and installation of hardware are the responsibility of the Customer. LevelBlue will provide configuration recommendations via the checklist and workbook (if required).
- Recording Professional Services meetings is NOT permitted.
- Billing is initiated once customers sign the contract with LevelBlue.
- All renewal of certificates and tokens to maintain UEM integrity are the responsibility of the customer.
- All work, documentation, and work product(s) will be conducted during typical U.S. local business hours (Monday through Friday, 9:00 a.m. to 5:00 p.m., local time) and will be provided in English.
- LevelBlue may set a cancellation fee up to but not exceed \$500.00 if Customer cancels within 24 hours of a scheduled meeting.
- LevelBlue has attempted to accurately estimate the time required to successfully complete the project. The mandatory software installation and configuration are estimated to take two days and must be completed within 45 days of placement of order. If installation and configuration are delayed beyond 45 days from the order date due to Customer actions or omissions, the Customer acknowledges and agrees that any resulting impediments, complications, or requested changes in scope (Changes') are outside of LevelBlue's control. These Changes may impact the project schedule, scope of services, and associated fees. Should such impacts occur, both parties will collaborate to update the Service Agreement accordingly through a formal Change Order.

**All service tiers include the following implementation and configuration activities:**

- Grant administrative access to all necessary portals.
- Ensure device enrollment programs such as Apple Business Manager, Samsung Knox Mobile Enrollment, Google Zero Touch Enrollment, Windows Out of Box Experience, and Microsoft Auto Pilot are operationally ready for integration with the UEM. Help enroll in programs or complete setup when necessary.
- Install certificates and tokens necessary to support the required endpoint operating systems.
- Setup user provisioning and authentication by way of supporting identity integration or local user creation for device enrollment.
- Establish user groups if applicable for the purpose of distributing applications, profiles, policies, and content.
- Initialize enterprise application catalog so that when devices are enrolled, applications are automatically installed, distributed to specific user groups, and be pre-configured if desired, and that administrators can add additional applications when needed.
- Establish baseline device configurations for each operating system platform including settings such as passcode requirements, device restrictions, application allow/block, and other device compliance rules.
- Enroll up to three devices and validate device enrollment workflow.
- Discuss various use cases such as procedures for handling lost devices, processes for addressing forgotten passcodes, protocols for when a user leaves an organization, and methods for tracking device locations.
- Demonstrate access to on-line knowledge including administrator and user guides.
- Describe onboarding to the Customer Support Desk and demonstrate the online ticketing system.