

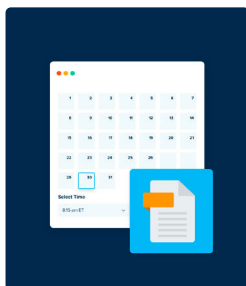
Introduction to ProStart Deployment



ProStart—A Better Way To Deploy

Every CrashPlan deployment starts with a ProStart service—a powerful roadmap to get customers up and running with all aspects of the CrashPlan solution. Our proven deployment approach is designed to get you operational quickly without a lengthy implementation timeframe or large investment. The ProStart deployment process provides a dedicated engineer to help define the design of your CrashPlan solution and familiarizes your team with the CrashPlan console—maximizing knowledge transfer and accelerating your success in the process.

ProStart Project Milestones



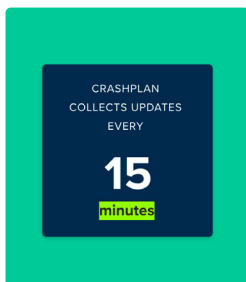
Milestone 1: Project Initiation and Review

PROJECT INITIATION

- Project kickoff and orientation
- Create deployment plan
- Define ongoing project status meetings

REVIEW

- Best practice configuration consultation
- Review network configuration
- Confirm backup completion and exclusions
- Review firewall rules for managing traffic



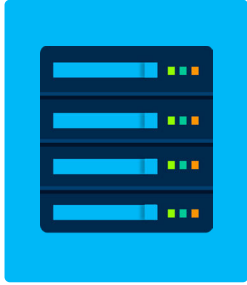
Milestone 2: CrashPlan Setup and Configuration

DEPLOYMENT

- Review user deployment tools
- Implement deployment policies / configurations
- Begin pilot group rollout to test agent

AUTHENTICATION / PROVISIONING

- Enable SAML 2.0 SSO authentication
- If supported, create a SCIM provisioning connection
- Confirm auth and user creation functionality



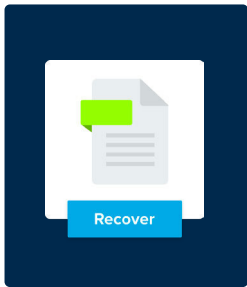
Milestone 3: CrashPlan Configuration and Consultation

ADMIN SETUP & CONFIG WORKSHOP

- Provision administrator accounts
- Hands-on console walk-through to help initiate client deployment
- Establish backup best practices

SETTINGS & DEPLOYMENT OPTIONS

- Backup policy and best practices for exclusions, end-user modification, retention and organizational hierarchy
- Email template review and configuration



Milestone 4: CrashPlan Customer Rollout Support

ONGOING PROJECT MANAGEMENT

- Scheduled working sessions with dedicated project engineer
- End of project transition

Implementation Teams

A successful project is a shared responsibility. CrashPlan Professional Services partners with your team throughout your deployment and beyond.

CRASHPLAN IMPLEMENTATION ROLES

Role	Responsibility
Professional Services Solutions Consultant	<ul style="list-style-type: none">• Technical point of contact• Assists with configuring the CrashPlan agent deployment• Provides best practices and recommendations tailored to your organization
Technical Support Team	<ul style="list-style-type: none">• Provides 24x7 customer support for CrashPlan client administrators

CUSTOMER IMPLEMENTATION ROLES

Role	Responsibility
CrashPlan Administrator	<ul style="list-style-type: none">• Manages administration of the CrashPlan console• Primary point of contact
Network Engineer	<ul style="list-style-type: none">• Manages firewall rules• Manages policies for backup traffic flow
Package Deployment Administrator	<ul style="list-style-type: none">• Helps implement silent push installation• Determines rollout policy and procedures
Retention and Policy Manager	<ul style="list-style-type: none">• Provides direction for backup policies• Determines what gets backed up and frequency
Active Directory Administrator	<ul style="list-style-type: none">• Provides direction on what attributes are available to automatically manage users within CrashPlan• Installs and maintains CrashPlan app within IdP to allow provisioning of users• Maintain SSO connection ensuring attribute changes are reflected in Code42

Assumptions



ProStart services take place in multiple sessions, including an initial remote workshop and follow-up remote working sessions



Configuration and consultation will be performed remotely via screen share



All services will be conducted in English



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CrashPlan® enables organizational resilience through secure, scalable, and straightforward endpoint data backup. With automatic backup and customizable file version retention, you can bounce back from any data calamity. What starts as endpoint backup and recovery becomes a solution for ransomware recovery, breaches, migrations, and legal holds. So you can work fearlessly and grow confidently.

For more information, visit crashplan.com.

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