

■ SERVICE BRIEF

Proofpoint Email *Security Deployment*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's deployment services for Proofpoint Email Security.

These services cover the initial configuration, testing, and enablement of Proofpoint's cloud-based email protection suite for inbound and/or outbound mail traffic.

This service engagement is governed by this Service Brief and associated with SKU: SEC-PROOFPOINTDEPLOY.

The quantity defined in the quote determines the number of mailboxes to be protected, configured, and validated under this engagement.

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01. Services Overview

Redesign's Proofpoint Deployment Service delivers a structured, best-practice implementation of Proofpoint Email Protection technologies.

This includes cloud-based setup, MX and routing adjustments, policy configuration, and testing across the Customer's email environment.



02. Offer Structure

PRIMARY SERVICES

Includes

- Configuration, deployment, and validation of Proofpoint Email Protection features across a scoped quantity of mailboxes and domains

OPTIONAL ADD-ONS

Separate SOW

Optional services may include:

- Managed services
- Custom DLP policy development
- Quarantine management delegation
- Or integration with SIEM/SOAR platforms

03. Project Scope

This engagement includes the setup of Proofpoint security gateways, integration with Microsoft 365 or Google Workspace, configuration of default protection policies, and validation of mail flow and filtering behavior.

In-Scope Activities

- Provisioning and activation of Proofpoint tenant
- Configuration of default spam, phishing, and malware filtering policies
- Setup of TAP (Targeted Attack Protection)
- Inbound mail routing and MX record updates
- SPF, DKIM, and DMARC alignment (basic setup)
- Basic end-user digest and quarantine setup
- Testing and validation with pilot group
- Transition of production mail flow
- Dell-supported RP4VM versions Host reboots and post-upgrade health checks

04. Quantity & Effort Model

- **Service SKU: SEC-PROOFPOINT-DEPLOY**
- **Quantity: Number of mailboxes to be protected and configured**
- **Work per Unit Includes:**
 - Licensing and mailbox sync/assignment
 - Application of protection policies
 - Routing verification and filtering validation
 - End-user enablement and documentation

EXAMPLE

A quantity of 500 under SKU SEC-PROOFPOINT-DEPLOY covers deployment for 500 Microsoft 365 or Google Workspace mailboxes using Proofpoint security policies.

05. Services & Key Activities

Stage	Key Activities
 Pre-Deployment Planning	<ul style="list-style-type: none">▪ Confirm feature licenses and platform access▪ Review mail domain(s), MX settings, and user provisioning method▪ Define protection policy expectations and testing goals
 Configuration & Setup	<ul style="list-style-type: none">▪ Configure spam/malware/phishing policies▪ Enable TAP (sandboxing, URL Defense)▪ Configure routing and directory sync with identity provider▪ Set up branding, digest notifications, and quarantine access
 Testing & Go-Live	<ul style="list-style-type: none">▪ Validate routing changes and filtering behavior with test mailboxes▪ Confirm digest delivery and threat response▪ Transition full mail flow to Proofpoint▪ Provide end-user resources and support guidance
 Handoff & Close-Out	<ul style="list-style-type: none">▪ Deliver configuration summary▪ Review reporting dashboards▪ Provide escalation process and support documentation

06. Deliverables



Proofpoint
Configuration
Summary Document



DNS/MX Change
Validation Log



SPF/DKIM/DMARC
Status Overview



Knowledge
Transfer Session
(remote, 1 hour)

07. Services Scope Changes

Changes to feature sets, mail domains, mailbox count, authentication source, or integration methods may require a revised SOW or quote. Custom policy development may also fall outside scope.

08. Services Scope Exclusions

Unless explicitly included, this service does not cover:

- Ongoing management of Proofpoint platform post-deployment
 - Legal review of DLP rules or retention policies
 - Advanced routing scenarios (hybrid/dual-delivery setups)
 - Quarantine/alert tuning beyond baseline configuration
 - End-user support after go-live
 - Migration from existing email security vendors (e.g., Mimecast) unless scoped
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09. Customer Responsibilities

- **Licensing & Access:** Provide active Proofpoint licenses and administrative access
- **MX Control:** Coordinate DNS changes (MX, SPF, DKIM, DMARC)
- **Directory Sync:** Enable directory integration with O365 or Google Workspace
- **User List:** Supply list of in-scope users or mailboxes
- **Internal Communication:** Notify users of upcoming mail flow changes

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- **Start Date:**
Confirmed after quote acceptance and account access
 - **Completion:**
Customer sign-off after final validation and documentation delivery
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11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: SEC-PROOFPOINT-DEPLOY and quantity
- Platform access and licensing provisioned
- Target domains and mailbox scope confirmed
- Mail flow change window approved by Customer

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

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