

■ SERVICE BRIEF

Proofpoint Email Security *Managed Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Proofpoint Managed Services.

These services provide ongoing administration, monitoring, policy tuning, and operational support for the Customer's Proofpoint Email Security platform. This service engagement is governed by this Service Brief and associated with SKU: SEC-PROOFPOINT-MANAGED. The quantity defined in the quote determines the number of actively managed mailboxes under this engagement.

This service does not include incident response or investigation of advanced threats. Redesign does not guarantee detection, blocking, or resolution of specific threat campaigns. Customers requiring incident response or forensic analysis must engage separately under a dedicated retainer or SOW.

*The FUTURE BELONGS
to the CURIOUS.*

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01. Services Overview

Redesign's Proofpoint Managed Services provide day-to-day operational oversight of the Customer's Proofpoint Email Security environment.

The service includes platform health monitoring, policy and rule tuning, mailbox synchronization, alert review, and periodic reporting. This helps ensure consistent protection, reduced internal overhead, and alignment with evolving email threats.



02. Offer Structure

PRIMARY SERVICES

- Ongoing monitoring and management of Proofpoint security controls.

Including:

- Spam
- Phishing
- Phishing simulations

OPTIONAL ADD-ONS

Separate SOW

May include:

- 24/7 monitoring
- User awareness training,
- Executive briefings
- Alert-to-ticket automation
- Forensic escalation handling

03. Project Scope

This engagement includes full operational oversight and administration of the KnowBe4 platform for the quantity of users defined in the quote.

In-Scope Activities

- Platform health and sync monitoring
- Policy and rule tuning (spam, phishing, impersonation)
- Digest and quarantine management assistance
- Alert review for high-volume false positives or anomalies
- Ongoing support for licensing, groups, and domain sync
- Monthly reporting and recommendations

04. Quantity & Effort Model

- **Service SKU: SEC-PROOFPOINT-MANAGED**
- **Quantity: Number of mailboxes under active management**
- **This service includes up to the number of hours specified in the associated quote for operational support per quarter, limited to the activities defined in this Service Brief.** Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).
- **Work per Unit Includes:**
 - Monitoring of mailbox coverage and sync status
 - Monthly alert review and rule tuning
 - Digest/template management and reporting
 - End-user support assistance (limited)

EXAMPLE

A quantity of 1,000 under SKU SEC-PROOFPOINT-MANAGED includes managed protection for 1,000 mailboxes using Redesign-defined operational policies

05. Services & Key Activities

Stage	Key Activities
 Onboarding & Baseline Review	<ul style="list-style-type: none">▪ Confirm platform access and license alignment▪ Review current policy configuration and threat trends▪ Establish mailbox sync and licensing audit▪ Define support contacts and reporting expectations
 Active Management	<ul style="list-style-type: none">▪ Monitor for anomalies, sync issues, or delivery failures▪ Tune policies and thresholds based on attack trends and false positive patterns▪ Assist with digest/quarantine delivery configuration▪ Manage domain settings, routing, and user group changes▪ Address admin requests and recommend improvements
 Optimization & Reporting	<ul style="list-style-type: none">▪ Deliver monthly metrics and insights▪ Highlight top threats, blocked messages, and high-risk sources▪ Suggest optimizations based on threat landscape and customer feedback▪ Optional quarterly review sessions

06. Deliverables

Redesign will deliver all scoped services within the monthly support hour limit defined in the quote. Fixed deliverables (e.g., scheduled reports or platform reviews) will be prioritized.

Support beyond the allocated hours is not guaranteed and may require a revised quote or separate SOW.



**Monthly
Proofpoint Threat
& Policy Report**



**Alert and
Message Volume
Summary**



**Monthly
Service Review
(virtual, 30-minutes)**

07. Services Scope Changes

Changes to mailbox quantity, licensing model, email provider, authentication method, or escalation flow must be agreed upon in writing and may require a revised quote or SOW.

08. Services Scope Exclusions

Unless explicitly included in the SOW, the following are excluded from this engagement:

- **Real-time or after-hours alert response**
 - **Forensic analysis or deep investigation of threats**
 - **User training or campaign awareness support**
 - **Custom quarantine or SIEM/SOAR integration**
 - **Investigation of delivery failures beyond Proofpoint**
 - **Legal or regulatory compliance validation of DLP rules**
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09. Customer Responsibilities

- **Licensing & Access:** Maintain active Proofpoint licenses and admin access
- **Mail Flow Readiness:** Ensure upstream/downstream routing is stable
- **User Directory Sync:** Provide timely updates to user group mappings
- **Internal Point of Contact:** Assign designated contact for escalation and approvals
- **Awareness:** Inform end-users of digest behavior and blocked content processes

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

10. Services Schedule

- **Start Date:**
Confirmed upon signed quote and platform access
- **Completion:**
End date specified in quote

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-MANAGED and quantity
- Platform access and licensing validated
- Directory sync and domain ownership confirmed
- Internal escalation contact designated

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

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