



APPGATE SDP

As a new customer of Appgate SDP it is key for all of us at Appgate that you have a successful onboarding as well as a rapid ROI. To best experience the benefits of your new Appgate SDP solution in the shortest amount of time we recommend planning your deployment strategy right from the start.

This Deployment Guide provides guidelines and recommendations to assist you with planning and making decisions which will set your teams up for successful deployment of Appgate SDP and ensure a smooth adoption of this powerful technology within your organization. If you have bought any of our Professional Services starter SOW as part of your deployment package you will be working with a dedicated Appgate Project team who will be there to guide you through the different steps of a SDP foundation deployment.

The Appgate SDP implementation process is designed to meet your organizations pre-defined objectives. As Appgate SDP is a customized solution, configured to support your company's specific needs, the preparation and planning phases are the keys to success. Our goal is for you to leverage the information provided here to guide you in getting your new SDP solution off to a strong start.

SUCCESS CRITERIA

As with any project having clear objectives and milestones up front, along with an assigned team of dedicated resources is critical to controlling timeline, resources, and rapid ROI.

RESOURCES DEFINED WITHIN CUSTOMER

- **Executive Sponsor**—Responsible for the overall success of the Deployment
- **Assigned Project Manager**—Responsible for timeline, resource needs and milestone delivery in alignment with your Project Plan.
- **Assigned dedicated Technical Leads**—Primary contacts for tasks within specific areas who are authorized to drive technical goals and milestones in collaboration with the Project Manager.
- **Operations Lead (Post Deployment)**—appointed to assist with transition to steady state support.

DEPLOYMENT OBJECTIVES ARE CLEAR

- Finalized Customer Pre-Installation Survey (provided at kick off)
- Proper Design
 - Architectural fit to current infrastructure
 - Resiliency & Redundancy
 - Performance
 - Client Deployment Method defined
- Adoption Objectives defined
 - Get started and get key resources protected first and then grow in phases
- Advanced Services/Integration needs defined
- Training plans for Steady-State/Admins and Help Desk defined

WORKING WITH APPGATE PROFESSIONAL SERVICES

We offer a paid service, available to assist and guide you with the goal to accelerate deployment and ROI. You will work with our team of experienced Appgate SME's who will provide you with recommendations and guidance to ensure you get the best design for your environment and best practice configuration to meet your goals.

- Appgate is responsible for best practice guidance for user identification and set up assistance.
- Customer provides clear requirements and objectives, input provided by Appgate team as required.
- Appgate provides over the shoulder configuration guidance and basic training throughout deployment.
- Customer owns and configures their network infrastructure and changes needed as agreed
- Customer owns and configures ID management systems and changes needed as agreed

DEPLOYMENT PLAN as per SOW

THE PLANNING STAGE

The Planning stage will include Management and Technical staff team member introduction, demonstration, and discussion of the Appgate SDP working architecture, a discussion of the customer's desired result with the goal of having the high-level deliverable architecture target understood. The Goal of this stage is to create the preliminary deployment plan, review the preparation tasks and agree upon the strategy to implement of the defined architecture of the Appgate SDP system as it will fit into your company's network.

THE PREPARATION STAGE

The Preparation stage is critical to move forward and will save time during the deployment stage. There will be a requirement to define parameters inside of the network, as well as to gather information needed to define the configurations within the Appgate SDP system.

- Review the Pre-Installation survey with client technical lead
- Attend planning sessions in support of the final Project Plan
- Deliver the software and if applicable, recommend HW spec
- Architecture/Design approval before deployment begins

THE DEPLOYMENT STAGE

The customer Technical Lead will execute the deployment of the Appgate SDP solution based upon the strategy diagrammed and data captured in the Pre-Installation survey and of course with the backup assistance of the Appgate service recourse appointed.

- **Appliance Initial Installation**
- **Configure Guidance**
 - Authentication/IdP
 - Define Sites
 - Policy Structure and Entitlements
 - Network/Traffic /IP Pool etc.
 - Reporting
 - Client Deployment Method
- **Test & Trouble Shooting**
 - Test Initial Entitlements
 - Internal IT Testing
 - Test Approved new business Processes'
 - Pilot testing with selected user group

The end goal of this 3rd stage is to have a tested and functional baseline Appgate SDP system deployed to a selected user group along with an educated Appgate System administrator who can now manage the working components of the Appgate SDP system within the customer network.

THE HAND-OVER & SUPPORT

Once the software is configured, tested and the selected user group has successfully tested the client, the service is considered completed. The system is now ready for wider adoption within production. Transition to the Support team is included as final steps and include

- Close out Project meeting-Acceptance of solution implementation.
- Introduction to Appgate Support Process
- 24/7 knowledge base and access to self-help training material
- Basic Admin UI Walk through
- Hand over to Appgate Customer Success

