



HP WOLF SECURITY ONBOARDING SERVICE



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Service benefits

- Define implementation plan
- Assist in deploying HP Wolf Pro Security Service or Sure Click Enterprise into customer environment
- Define change control process and operational plan

Service highlights

- Onboarding workshop
- Environment and architecture analysis
- Documentation of user workflow and organisational policy

SERVICE OVERVIEW

HP Wolf Security Onboarding Service¹ manages the initial integration of HP Wolf Security Services (HP Wolf Pro Security Service or Sure Click Enterprise) into your existing security stack. The service includes design and deployment along with initial policy integration.

FEATURES AND SPECIFICATIONS

Onboarding is a service extension to HP Wolf Pro Security Service or Sure Click Enterprise. HP installation engineers will analyse your IT security infrastructure and determine the correct policy settings to ensure that the HP Wolf Security Services are optimised for your environment.

DELIVERY SPECIFICATIONS

Remote workshop

HP will organise and conduct a remote workshop for onboarding and solution implementation, including the following activities.

- Review pre-work
- Review HP Wolf Security Services workflows
- Install the HP Wolf Pro Security or Sure Click Enterprise agent on test machines
- Troubleshoot any deployment or configuration issues
- Review your concerns
- Troubleshoot compatibility issues
- Review of the communication process with HP support
- Introduction and hand-off to CSM (customer success manager), if applicable, and ongoing support processes

DELIVERY SPECIFICATIONS (CONTINUED)

HP responsibilities

- Provide documentation and guidance to deploy the HP Wolf Pro Security or Sure Click Enterprise agent on managed devices
- Develop and implement the onboarding project plan
- Identify URLs for the whitelist of company-specific websites
- Identify company IP address ranges not subject to isolation
- Communicate progress throughout the onboarding process
- Diagnose and resolve installation issues
- Verify successful implementation
- Transition customer support for HP Wolf Security Services to HP Service Experts²

Customer responsibilities

- Assign project representatives to work with HP to provide the necessary information required for onboarding
- Establish clear lines of communication for the rapid resolution of critical problems

Customer IT or partner responsibilities

- Establish an HP account, working with your service partner or HP account representative
- Assign technical resources to provide HP with required information to support onboarding
- Work with HP to install the HP Wolf Pro Security or Sure Click Enterprise agent on your managed devices
- Log on to the HP Wolf Pro Security Service console to view dashboards, reports and incidents
- Review security reports and respond, as necessary
- Troubleshoot common end-user support issues before escalating to HP support

Note: Personnel authorised to access your HP Proactive Security console may include a partner if you pre-approve a specific individual within the partner organisation to have access to your account.

Onboarding prerequisites

Onboarding is the process to get you ready to use the purchased services, including setting up your account, deploying agents and configuring the security policies. You are responsible for providing the required information to the Onboarding Manager.

- Primary contact information (name, email, phone number, location) for the individual who will work with HP to deploy the software agent to your devices
- Company address
- User Principal Name (UPN)



SERVICE LIMITATIONS

System requirements

Customer's devices need to meet the system requirements of HP Wolf Pro Security Service or Sure Click Enterprise.

TERMS AND CONDITIONS

See [HP DaaS terms and conditions](#) and [HP Care Pack terms and conditions](#).

FOR MORE INFORMATION

Contact your local HP sales representative or channel partner for details or visit <https://www.hp.com/uk-en/services/security.html>.

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2. Service Experts provide ongoing support and management for HP Wolf Pro Security Service Customers.



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