

Tivoli Endpoint Manager / BigFix North American Price Guide

CONSULTING SERVICES

General Consulting Services

\$200 p/hr

General consulting services as defined in a SOW. Scoping by Digital Scepters professional services as required. Typical general consulting services offered include: development of custom Fixlets, development of custom reports, or consulting to implement various TEM/BigFix solutions. The hours identified to deliver services are based on a good faith estimate for actual time and materials that will be required inclusive of project management activities. Travel and Expenses are not included.

Advanced Consulting Services

\$300 p/hr

Advanced consulting services as defined in a SOW. Scoping by Digital Scepter professional services is required. Typical advanced consulting services offered include: Integrations with third-party applications and extension of core TEM/BigFix platform functionality. The hours identified to deliver services are based on good faith estimate for actual time and materials that will be required. Digital Scepter will not exceed the hours estimated without obtaining prior written approval from Licensee. Travel and Expenses are not included.

Health Check Services

\$1,000

Remote environment health check services for any size customers. This service is especially recommend for customers who have done a lot of custom work or any 3rd party integrations prior to proceeding with any software version upgrades. Key activities typically include: (i) review hardware, configuration, and settings of the BigFix server and database; (ii) review of the overall deployment usage, configurations, and settings against TEM best-practices for TEM consoles and TEM agents; (iii) review TEM deployment details, configurations and bandwidth throttling; (iv) TEM client agent responsiveness, and any other performance tests deemed necessary

This offering consists of an estimated three (3) hours to be delivered remotely via secure web conference.

Tivoli Endpoint Manager / BigFix North American Price Guide

PLATFORM DEPLOYMENT SERVICES

Remote Platform Deployment Service (16 hours)

\$4,000

Remote deployment services for customers of all sizes. Typical installation service for customers with under 1,500 endpoints. Key activities typically include: (i) assistance with hardware and software requirements for the TEM components; (ii) assistance with the planning and installation of the TEM components including server, console, and relays; (iii) assistance with agent testing; (iv) assistance with the planning and deployment of agents and (v) project management

This offering consists of an estimated sixteen (16) hours over two (2) business days to be delivered remotely via secure web conference

Platform Deployment Service (32 hours)

\$8,000

Deployment services for customers with up to 5,000 endpoints. Key activities typically include: (i) assistance with hardware and software requirements for the TEM components; (ii) assistance with the planning and installation of the TEM components including server, console, and relays; (iii) assistance with agent testing; (iv) assistance with the planning and deployment of agents and (v) project management.

This offering consists of an estimated forty (32) hours of service with no more than sixteen (16) hours delivered on-site over the course of two (2) business days and then an additional sixteen (16) hours delivered remotely.

Travel and Expenses are not included.

Advanced Customer Platform Deployment Service (40 hours)

\$10,000

Deployment services for customers over 5,000 endpoints. Key activities typically include: (i) assistance with hardware and software requirements for the TEM components; (ii) assistance with the planning and installation of the TEM components including server, console, and relays; (iii) assistance with agent testing; (iv) assistance with the planning and deployment of agents and (v) project management.

This offering consists of an estimated forty (40) hours of services with no more than twenty-four (24) hours delivered on-site over the course of three (3) business days then an additional sixteen (16) hours delivered remotely.

Travel and Expenses are not included.

Tivoli Endpoint Manager / BigFix North American Price Guide

OPTIMIZATION SERVICES

Remote Optimization Service (4 hours)

\$1,000

Remote optimization services for any size customers; and all customers under 1,000 endpoints. Key activities typically include: (i) review hardware, configuration, and settings of the BigFix server and database; (ii) review of the overall deployment usage, configurations, and settings against TEM best-practices for TEM consoles and TEM agents; (iii) review TEM deployment details, configurations and bandwidth throttling; (iv) run performance tests for TEM server insertion rates, TEM console refresh rates, TEM client agent responsiveness, and any other performance tests deemed necessary and (v) project management.

This offering consists of an estimated four (4) hours to be delivered remotely via secure web conference.

Remote Standard Optimization Service (16 hours)

\$3,000

This service is recommended yearly for best results.

Deployment services for customers with up to 5,000 endpoints. Key activities typically include: (i) review hardware, configuration, and settings of the BigFix server and database; (ii) review of the overall deployment usage, configurations, and settings against TEM best-practices for TEM consoles and TEM agents; (iii) review TEM deployment details, configurations and bandwidth throttling; (iv) run performance tests for TEM server insertion rates, TEM console refresh rates, TEM client agent responsiveness, and any other performance tests deemed necessary and (v) project management.

This offering consists of an estimated sixteen (16) hours over the course of two (2) business days delivered remotely via secure web conference.

Onsite Standard Optimization Service (16 hours)

\$4,000

This service is recommended yearly for best results.

Deployment services for customers over 5,000 endpoints. Key activities typically include: (i) review hardware, configuration, and settings of the BigFix server and database; (ii) review of the overall deployment usage, configurations, and settings against TEM best-practices for TEM consoles and TEM agents; (iii) review TEM deployment details, configurations and bandwidth throttling; (iv) run performance tests for TEM server insertion rates, TEM console refresh rates, TEM client agent responsiveness, and any other performance tests deemed necessary and (v) project management.

This offering consists of an estimated sixteen (16) hours of services to be delivered on-site over the course of two (2) business days. Travel and Expenses are not included.

Tivoli Endpoint Manager / BigFix North American Price Guide

UPGRADE SERVICES

Remote Upgrade Service (4 hours) \$1,000

This service is recommended for each BigFix major product upgrade for best results.

Remote optimization services for any size customers; and all customers under 1,000 endpoints. Key activities typically include: (i) review of upgrade process, benefits of upgrade, potential changes of behavior, requirements, and features in new version; (ii) pre-upgrade health checks and review of current configuration of TEM deployment including upgrade impact on any customized integrations and/or customizations; (iii) assistance with planning and/or performing upgrade of TEM components; (iv) post-upgrade health checks and review and (v) project management.

This offering consists of an estimated four (4) hours to be delivered remotely via secure web conference.

Onsite Standard Upgrade Service (16 hours) \$3,000

This service is recommended for each BigFix major product upgrade for best results.

Deployment services for customers with up to 5,000 endpoints. Key activities typically include: (i) review of upgrade process, benefits of upgrade, potential changes of behavior, requirements, and features in new version; (ii) pre-upgrade health checks and review of current configuration of TEM deployment including upgrade impact on any customized integrations and/or customizations; (iii) assistance with planning and/or performing upgrade of TEM components; (iv) post-upgrade health checks and review and (v) project management.

This offering consists of an estimated sixteen (16) hours delivered on-site over the course of two (2) business days.

Travel and Expenses are not included.

Onsite Advanced Upgrade Service (40 hours) \$4,000

This service is recommended for each BigFix major product upgrade for best results.

Deployment services for customers over 5,000 endpoints. Key activities typically include: (i) review of upgrade process, benefits of upgrade, potential changes of behavior, requirements, and features in new version; (ii) pre-upgrade health checks and review of current configuration of TEM deployment including upgrade impact on any customized integrations and/or customizations; (iii) assistance with planning and/or performing upgrade of TEM components; (iv) post-upgrade health checks and review and (v) project management.

This offering consists of an estimated forty (40) hours of services with no more than twenty-four (24) hours delivered on-site over the course of three (3) business days then an additional sixteen (16) hours delivered remotely.

Travel and Expenses are not included.

Tivoli Endpoint Manager / BigFix North American Price Guide

SOLUTION SPECIFIC SERVICES

Custom Content {Fixlet, Task, Analysis, Property} (5 Pack)

\$3,000

Custom Fixlet development of up to five (5) "standard" custom content pieces such as {Fixlet, Task, Analysis, Property} . Examples of "standard" content include: OS configuration changes, deploying software packages, and detecting problematic configurations. It is expected that customers will provide detailed technical requirements in written form of each content piece. On average, professional services engineers can develop well-specified custom content requests with two (2) hours of effort. In the event that any single custom content request exceeds four (4) hours of actual effort, the customer's pool of Fixlets will be decremented proportionate to the actual time required. Custom content pieces are not warranted but are tested in a controlled deployment test lab environment. Digital Scepter will not provide ongoing support of custom content and its customer's responsibility to perform testing prior to full production implementation. Turnaround time averages 5 business days for most requests.

Custom content purchases will expire within one (1) year of the effective date of the agreement.

Endpoint Protection & TrendMico Implementations

\$2,500

Services includes an evaluation of current A/V deployment; Fixlets to remove existing A/V; modification of Fixlets to address edge cases; and coaching for deployment and configuration of Trend Micro Endpoint Protection and Core Protection Module. This offering consists of an estimated four (4) hours to be delivered remotely via secure web conference.

Patch Implementation.

\$200 p/hr

This service comprises a needs assessment call; business and technical requirements; recommendations for baseline creation/maintenance or alternative for managing patch content; and on-site coaching for a normal monthly patch cycle.

Monthly Patch Deployment Managed Service

\$2,500 month

6 month detailed SOW required. Services included is 5 hours per month for the configuration and deployment of critical patches for OS Platforms, Adobe, Microsoft, Internet Explorer, and MS Office platform security patch deployment. Workstations and Laptops will be deployed within 24 hours. Servers will be scheduled with customer contact . A test group will be applied and rebooted before the system wide deployment of critical patches. Monthly monitoring to ensure an 85% Security Compliance throughout the organization including servers and workstations for OS Critical patches and AV/ Malware updates.

This offering consists of an estimated five (5) hours delivered remotely via secured VPN connection into the customer environment over a secured web channel.

Tivoli Endpoint Manager / BigFix North American Price Guide

SOLUTION SPECIFIC SERVICES

Power Management Reduction and Savings Assessment.

\$7,500

This service is recommended for customers with over 500 endpoints for best results.

This service includes evaluation of power management and usage; best practices and implementation guidance; enforcement of corporate power profiles; and assistance with reporting requirements. This service includes a consumable IT energy study of customer endpoints over the period of four weeks with actual power meters connected to each monitored endpoint. There is a hard deliverable of a Sustainable IT Power Reduction ROI Summary Report and recommendations for implemented saving and configurations. {Average yearly savings of \$42 per endpoint}. This savings assessment will take place of a period of four to six weeks depending on the yearly cycle of energy consumption.

This offering consists of an estimated forty (40) hours of services with no more than twenty-four (24) hours delivered on-site over the course of three (3) business days {one day for content deployment/configuration; one day for monitoring equipment setup and deployment; and then one day at the end of the assessment to gather reports and equipment} then an additional sixteen (16) hours delivered remotely.

Travel and Expenses are not included.

Security Configuration and Vulnerability Management.

\$300 p/hr

This service includes implementation and customization of customers security standards; vulnerability identification, assessment and reporting; services as defined in a SOW. Scoping by Digital Scepters professional services will be required. It will be anticipated that custom content creation will be part of the implementation to mirror the customers security policy and monitoring reports against security standards.

Web Reports Customizations.

\$300 p/hr

Web Reports is a high-level customizable web application that complements and extends the power of Tivoli Endpoint Manager. It connects to one or more Tivoli Endpoint Manager databases to aggregate and analyze your entire network. This service includes writing and configuring the data, with both charts and data listings, and utilizing SOAP API integration into other data sources. Services delivered will be as defined in a SOW. Scoping by Digital Scepters professional services will be required

Tivoli Endpoint Manager / BigFix North American Price Guide

PATCH MANAGEMENT BASELINE SERVICES

Baseline Subscription Service

\$5,000 initial payment & \$1,000 p/month

Requires a twelve (12) month SLA SOW. This service includes all past and current baselines and then each month (exact day depending on patch vendor) the customer would receive the approximately 10-15 baselines for all requested operating systems and 3rd party applications that are currently delivered via TEM subscription. The baselines are broken down by type (OS Patching, Application Patching, MS Office Patching) then by Year-Month and by criticality (Critical, Important...etc). This package also includes an initial virtual installation of the baselines and deployment of the policy sets as well as an SLA of 5 hours each month remotely for the monthly baseline installation and deployment.

Baseline Jumpstart Service

\$5,000

This service includes only the current set of baselines which includes the current month and all previous months. The baselines are broken down by type (OS Patching, Application Patching, MS Office Patching) then by Year-Month and by criticality (Critical, Important...etc). The package includes several hundred individual baselines. This package includes delivery of the current baselines and a one-time four (4) hours of remote installation and deployment of the baseline set as well as training for the customer on how to create and deploy their own baselines in the future.

Patch Management and Baselines Best Practices Guidelines

This service comprises of a needs assessment call; business and technical requirements; recommendations for baseline creation/maintenance or alternative for managing patch content; and on-site coaching for a normal monthly patch cycle. This service generally comprises of 24-32 hours of information gathering and then 40-80 hours of technical documentation. The deliverable of this service is a comprehensive “How-to” guideline and manual for a successful monthly patch cycle.

Small customer environments (up to 500 endpoints)	\$2,500
Medium customer environments (500–1,000 endpoints)	\$5,000
Large customer environments (1,000 – 5,000 endpoints)	\$10,000
Very Large customer environments (5,000 – 15,000 endpoints)	\$15,000

Tivoli Endpoint Manager / BigFix North American Price Guide

TRAINING AND EDUCATION SERVICES

Virtual Remote Training

Instructor-led presentations and hands-on exercises delivered remotely via web conference. Up to 12 students are allowed in each class and class material binders are included for each.

Basic TEM Console Training (101)

\$2,500

The Tivoli Endpoint Manager (BigFix) platform Basic Training Course trains new Console Operators with little or no prior exposure to TEM. Through a combination of instructor-led lectures and hands-on exercises, students will gain exposure to tools, skills, and techniques that will help them to effectively perform these day to day tasks using the TEM Console

TEM/BigFix Platform Administration (102)

\$2,500

This course is designed to train TEM Site Administrators to effectively and efficiently perform both strategic and tactical TEM administration tasks. This is a hands-on course, conducted in a laboratory setting.

Content Solutions Fundamentals (201)

\$5,000

The TEM Relevance Language Training Course trains TEM Console Operators to create custom content using various tools provided in the TEM Console. Through a combination of instructor led lectures and intensive hands-on exercises, students will gain exposure to tools, skills, and techniques for creating and managing customized.

Advanced Solution Development (202)

\$5,000

The TEM Advanced Solution Development Course trains TEM Developers, who already have skills in building TEM Client Relevance, to use TEM Session Relevance to extract real-time Session data from TEM that can be directly presented in Web Reports or Dashboards or shipped to other systems. Through a combination of instructor led lectures and hands-on exercises, students will gain exposure to tools in the TEM Console and the TEM Web Reports interface to build effective session queries using TEM Session Relevance inspectors.

Tivoli Endpoint Manager / BigFix North American Price Guide

TRAINING AND EDUCATION SERVICES

Onsite Private Training

Instructor-led presentations and hands-on exercises delivered on-site at the customer location. Up to 12 students are allowed in each class and class material binders are included for each.

Basic TEM Console Training (101)

\$5,000

The Tivoli Endpoint Manager (BigFix) platform Basic Training Course trains new Console Operators with little or no prior exposure to TEM. Through a combination of instructor-led lectures and hands-on exercises, students will gain exposure to tools, skills, and techniques that will help them to effectively perform these day to day tasks using the TEM Console

TEM/BigFix Platform Administration (102)

\$5,000

This course is designed to train TEM Site Administrators to effectively and efficiently perform both strategic and tactical TEM administration tasks. This is a hands-on course, conducted in a laboratory setting.

Content Solutions Fundamentals (201)

\$7,500

The TEM Relevance Language Training Course trains TEM Console Operators to create custom content using various tools provided in the TEM Console. Through a combination of instructor led lectures and intensive hands-on exercises, students will gain exposure to tools, skills, and techniques for creating and managing customized.

Advanced Solution Development (202)

\$7,500

The TEM Advanced Solution Development Course trains TEM Developers, who already have skills in building TEM Client Relevance, to use TEM Session Relevance to extract real-time Session data from TEM that can be directly presented in Web Reports or Dashboards or shipped to other systems. Through a combination of instructor led lectures and hands-on exercises, students will gain exposure to tools in the TEM Console and the TEM Web Reports interface to build effective session queries using TEM Session Relevance inspectors.