

EFT Quick Start Service SOW

1 Goals

Install, configure and validate an EFT system with its built-in modules.

2 Deliverables

- Planning Checklist
- Installation and/or configuration of **one** EFT system with its built-in modules
- Best practices and knowledge transfer

3 In-Scope Activities

The following are activities and limitations defined by service:

Service Feature	PS EFT Basic Quick Start	PS EFT Standard Quick Start	PS EFT Platinum Quick Start
Service Type	Fixed Price	Fixed Price	Fixed Price
Schedule Duration	Kickoff: 30min via WebEx Planning: up to one (1) hours via WebEx. Implementation: One (1) consultant assigned for up to one (1) day	Kickoff: 30min via WebEx Planning: up to two (2) hours via WebEx. Implementation: One (1) consultant assigned for up to three (3) days	Kickoff: 30min via WebEx Planning: up to four (4) hours via WebEx. Implementation: One (1) consultant assigned for up to five (5) days
Planning	Analysis, orientation and consulting on use cases. EFT pre-requisites, configuration, and architecture consultation and assistance		
Implementation	Installation and/or configuration of a (1) one new EFT Standalone (SA) configuration or Add one (1) new EFT node to an existing EFT HA cluster	Installation and/or configuration of a (1) one new EFT Standalone (SA) configuration or Installation and/or configuration of a (1) one new EFT HA cluster configuration with up to two (2) nodes	Installation and/or configuration of a (1) one new EFT Standalone (SA) configuration or Installation and/or configuration of a (1) one new EFT HA cluster configuration with up to four (4) nodes
	Configuration all owned EFT built-in modules		
	Installation and configuration of DMZ Gateway and EFT Insight (if owned)		
	Configuration Up to one (1) EFT Site	Configuration Up to two (2) EFT Site	Configuration Up to four (4) EFT Site
		Up to one (1) Web Transfer Client branding	Up to one (1) Web Transfer Client branding
Initial Onboarding	Restore from an existing EFT Server backup		
	Up to two (2) EFT event rules (AWE development excluded)	Up to three (3) EFT event rules (AWE development excluded)	Up to five (5) EFT event rules (AWE development excluded)
	Initial manual onboarding of up to ten (10) accounts	Initial manual onboarding of up to twenty (20) accounts	Initial manual onboarding of up to thirty (30) accounts

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Service Feature	PS EFT Basic Quick Start	PS EFT Standard Quick Start	PS EFT Platinum Quick Start
	or Initial automatic onboarding of accounts using a pre-define CSV file	or Initial automatic onboarding of accounts using a pre-define CSV file	or Initial automatic onboarding of accounts using a pre-define CSV file
Validation & Testing	Validate all EFT nodes from an EFT HA cluster are stable and working properly (if applicable)		
	Test all protocols are working and auditing is working as expected		
	Troubleshooting of EFT configuration issues related to the Quick Start service		
			One (1) DR fail over testing
			One (1) benchmark EFT Performance testing
Others	Product knowledge transfer		
	Globalscape standard templates documentation		
	MFT Best Practice Review		
	Project Management Control		

4 Out-of-Scope

Globalscape will not perform the following:

- Services or activities **not** mentioned on “In-Scope” section; these include – but are not limited to – the following:
- Any services or activity on non-Globalscape products, Network troubleshooting and/or reconfiguration
- User Acceptance Testing (UAT) on EFT systems or dedicated assistance during cutover events (requires additional professional services).

5 Schedule

The schedule of the services shall be mutually agreed upon by both parties no later than one (1) week from execution of this SOW during the kickoff meeting. Both parties agree that at no time will the Schedule be altered without written permission from the other party. A minimum of **SEVEN** days’ notice from CUSTOMER is required to plan and schedule the services.

6 Requirements

- EFT [System requirements](#).

Terms and Conditions

Globalscape will perform this SOW in consideration for the payment of the Professional Services fees set forth in the Quotation that references and incorporates this SOW.

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The Services described in this SOW will be provided by Globalscape, pursuant to and governed by Globalscape's Professional Services Terms and Conditions, which can be found at:
<https://www.globalscape.com/documentation>.