

Professional Service Packages



Overview

We have created Netskope Professional Services (PS) Packages to easily address our customers' needs and accelerate our customers' time to value. Our packages streamline the process of engaging Netskope Professional Services based on implementation best practices we gained through thousands of customer deployments.

Packages represent big engagements; customers are buying an outcome, not a pool of hours. This is the new way of delivering services in the Cloud era. The use of packages also reduces lengthy legal reviews as they are standard and predefined.

Both existing and new customers can take advantage of our new PS Packages. If you are new to the Netskope work or if you are already using some of our SSE features, you can find the perfect package to suit your needs.

All packages come in T-shirt sizes to fit the scale of the work required for each occasion. New customers will need, in addition to the packages best tailored to their Netskope solution, the Foundational Component Deployment package.

Each solution pillar comes with its unique packages, as shown below.

NG SWG	Cloud Inline	NPA	Email DLP	CASB API	SSPM	CSPM	IaaS Storage Scan	Risk Insights
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NOTE: All delivery conducted remotely. Onsite packages are sold separately as an add-on.

Sample Package Summary

Period of performance	150 days from Netskope's receipt of purchase order
Average time to completion	Specific to each package
Average hours required	Specific to each package
After-hours work	Not included—All work performed during customer business hours
Onsite work	Not included

How to purchase

In lieu of a traditional Statement of Work to be signed by both parties, PS Packages will be quoted in an order form with package descriptions provided to the customer.

Package descriptions include:

Package-specific Summary:
Activities | Outcomes | Exclusions

Duties and Responsibilities:
Netskope | Customer (General & Technical)

Terms and Conditions

For additional information, questions, and quoting regarding PS Packages, please contact your Netskope Account Representative.

Terms and Conditions

The Services are subject to the terms and conditions of the Netskope Master Subscription Agreement available at <https://www.netskope.com/subscription-terms/>. If Netskope and the customer have executed a master services agreement or other agreement applicable to the performance of implementation services by Netskope, then the terms of such agreement shall apply. In the event of a conflict, the terms and conditions herein shall control.

Netskope must receive a purchase order prior to scheduling or initiating the Services. The Services will be invoiced upon receipt of purchase order for the Services. Payments are not subject to refund, cancellation or acceptance.

Services are performed remotely unless otherwise agreed by the customer and Netskope. Any associated travel and expenses for onsite work will be billed to the customer. Onsite workshop associated with the Services may be purchased as a separate SKU.

The term of the Services under each package shall commence on Netskope's receipt of purchase order and terminates on the earlier to occur of (i) the completion of the Services or (ii) the date which is 150 days after Netskope's receipt of the purchase order for Services (the "Package Term"). Customer will be notified by email when Netskope believes the Services have been completed. Netskope is not obligated to provide any Services after termination of the Package Term; Services not completed within the Package Term are considered expired and forfeited. A new purchase order may be required for any services provided after the Package Term.



Netskope, a global cybersecurity leader, is redefining cloud, data, and network security to help organizations apply Zero Trust principles to protect data. The Netskope Intelligent Security Service Edge (SSE) platform is fast, easy to use, and secures people, devices, and data anywhere they go. Learn how Netskope helps customers be ready for anything, visit [netskope.com](https://www.netskope.com).

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