

SCHEDULE G: SERVICE DEFINITION FOR RANSOMWARE PROTECTION AND ANTI-MALWARE (SENTINEL ONE)

1. Service Description for Ransomware Protection and Anti-Malware Service (Sentinel One)

Exponential-e’s Ransomware Protection and Anti-Malware Service uses a proprietary software agent and the Sentinel One platform to provide the Customer with a Ransomware protection and Anti-Malware capability. The Service allows the Customer to distribute software agents on to endpoint devices (Laptops, Desktops and Servers) to mitigate the risk of ransomware and malware compromise. The software agent and Sentinel One platform interact to protect the endpoint at the kernel level and report back to the Sentinel One management suite. The Management Suite can be accessed by the Customer to see the status of their endpoint estate. The Sentinel One platform is continually updated and continually monitors the end point devices. The Ransomware Protection and Anti-Malware Service is either provided as a subscription which the Customer manages themselves or as managed service.

Subscription Option

Where the service is provided as a subscription only:

- The minimum endpoint device count is 200 (the number and type of endpoints covered by the Service will be specified on the Order Form).
- The Initial Term is 3 years from the Service Commencement Date (defined below)
- The subscription once supplied through the provisions of URL and log-in details (the “Service Commencement Date”) will be accessed via the Sentinel One platform and managed by the Customer for deployment and configuration of the deployed agents.
- The Sentinel One platform is provided by Sentinel One and hosted in Europe and USA.
- The deployable Sentinel One software agents are provided from the Sentinel One platform via an email download link or as a saved file and are offered “as is” by Exponential-e.
- The deployable Sentinel One software agents are updated and patched automatically dependent on the endpoint or server being internet connected without any intervention from Exponential-e.

Managed Service Option

Where the Ransomware and Anti-Malware Service is provided as a managed service (as specified on the Order Form):

- The Minimum endpoint device count is 50 (the number and type of endpoints covered by the Service will be specified on the Order Form).
- The Initial Term is 3 years from the Service Commencement Date (defined below)
- Once the service has been set up the Customer will be able to access the Management suite platform to observe the status of their endpoints covered by the Service.
- The Customer will need to assist with the deployment of the software agents in their estate and Exponential-e will support the deployment with advice and assistance.
- Responsibilities of Exponential-e and the Customer for the managed service version of this Service are set out in the table below.
- The Sentinel One platform is provided by Sentinel One and hosted in Europe and USA.
- The deployable Sentinel One software agents are updated and patched automatically dependent on the endpoint or server being internet connected without any intervention from Exponential-e.

Responsibilities

The Parties’ respective responsibilities are set out in the table below.

Exponential-e Responsibilities	Customer Responsibilities
Discuss, document and feedback Exponential-e's understanding of the configuration needs that is aligned to the Customer’s business and technical requirements	To engage in discussions with Exponential-e as required to identify required exclusions and policies for the service.

Exponential-e Responsibilities	Customer Responsibilities
Deploy a central cloud management environment for the Customer.	
Configure policies and settings based upon discussions/understanding confirmed with the Customer.	
Assist in the deployment of Sentinel One agents into the Customer's environment	
Test and confirm Sentinel One agents are reporting to Sentinel One management suite.	
Set up and manage Sentinel One configuration settings including any vendor recommended rules/policies.	
Monitor and manage Performance of the application and status (updates, downloads etc.).	
Install and configure AV Sentinel One agent software on migrated and new End Points.	
Monitor and notify the Customer of any detected ransomware/virus.	
Extract monthly reports from the Sentinel One management suite.	
Exponential-e shall have no responsibility for any Malicious Code (including ransomware) infection.	
Set up and manage Sentinel One policies including recommended vendor configuration	Notify Exponential-e of any reported virus/ransomware infections as soon as they are detected, whether on any server or workstation
Monitor and manage Performance of the application and status (updates, downloads etc.).	Wherever reasonably possible approve requests from Exponential-e to review, renew or advise on endpoint devices not reporting or functioning correctly (as seen in the Sentinel One management suite.)
Assist in the install and configuration of the Sentinel One agent software on endpoints	
Carry out product and agent upgrades	
Monitor and notify the Customer of any detected virus/ransomware infections	
Extract monthly reports from the Sentinel One management suite	
Provide reasonable assistance to the Customer in relation to attack recovery wherever reasonably possible	

2. Target Service Commencement Date*

Ransomware Protection and Anti-Malware (Sentinel One) 5-10 Working Days

* from Order Acceptance.

3. Service Level Agreement

This Service is not subject to a Service Level Agreement.