

Quick Start Services

For Rapid7 InsightIDR

Rapid7 products are easy to install and use, and our team can provide expert guidance to take your usage of the product much further. The Quick Start Services for InsightIDR help you through deployment and ensure that you get the most value out of your investment.

InsightIDR Quickstart (Up to 1000 Assets) (Remote only)

Days / Hours

- Up to 1 day of Deployment

Overview

- InsightIDR Platform Overview

Primary Goals

- Set up InsightIDR using Rapid7's suggested best practices
- Configure Collectors, and primary event sources
- Review settings and agent deployment
- Demonstrate the incident detection workflow

The Methodology

Phase I - Architecture

- Mapping out the placement, resource requirements and connectivity for the InsightIDR Collectors and agents

Phase II – Configuration

- Collector deployment
- Best practice setups of primary event sources, agents, and deception technologies
- Review additional event sources and configure as time permits
- Configure product settings

Phase III – Knowledge Transfer

- Demonstrate Log Search capabilities and how to perform basic LEQL queries
- Review Dashboards & Reporting
- Discuss alerts, the investigation workflow and threat feeds

Phase IV – Review and Discuss Advanced Features

- Capturing custom logs and using the Custom Data Parser
- Automation Workflows
- Custom alert creation
- Network Traffic Analysis

Requirements

Rapid7 Requirements

The following includes responsibilities of Rapid7:

- Provide consultant(s) with adequate training and certifications to conduct the Services.
- Provide the appropriate hardware and software to perform the Services.
- Work with the Client appointed project manager to schedule the work.
- Complete all deliverables and documents.

Customer Requirements

The following includes the responsibilities of Client to be performed prior to the engagement:

- Designate a Project Manager to work with Rapid7. Where onsite services are necessary, the Project Manager will arrange for access to the business site during normal business hours.
- Ensure all key network, security, or other Client personnel are accessible for interviews or meetings as necessary for services.
- Provide Rapid7 with a list of relevant documentation (i.e., policies, procedures, diagrams, flow charts, etc.) necessary for Services, prior to the commencement of Services.
- Deployment
 - Pre-Engagement checklist (will be provided during Intro call) is complete by start of deployment
 - Client to provide Rapid7 consultant with appropriate access to any on-premise/infrastructure required for the engagement
 - Client has a dedicated resource(s) available to work with Rapid7 consultant during working hours of deployment
 - Client will have appropriate change control approvals in place prior to the engagement

Terms and Conditions

Services are performed between standard business hours, 8:30 AM to 5:00 PM local time, Monday through Friday, excluding nationally observed holidays, and in contiguous business days once commenced unless otherwise agreed upon in advance. Rapid7 will provide final deliverables no later than 10 business days from completion of Work.

Rapid7 requires written confirmation ten (10) business days prior to scheduled Services for cancellation or postponement of Services. If fewer than the ten (10) business days' notice is given, only the portion of the Services falling after the ten (10) day notice period may be available for rescheduling. Client understands that Rapid7 must allocate resources in advance and that if Client cancels the Services within 10 business days of the Services' scheduled start date Rapid7 would suffer damages and costs. Accordingly, in the event Client cancels the start date of the Services in each case within 10 business days of the Services' scheduled start date, Client shall remain responsible for, as an early termination fee and not as a penalty, the portion of the Services that were canceled without the required ten (10) day notice. Pricing is for all tasks defined by this Service, will be itemized in a Rapid7 quotation, based on the established terms and conditions between the client and Rapid7. Service fees are non-refundable and good for a period of twelve (12) months from the effective date of the aforementioned quotation.