



# Forescout Professional Services & Training Vouchers

Forescout Professional Services (FS-SVC-VOUCHER) provide a flexible option for Forescout customers to purchase Forescout professional services and/or training. Customers may buy vouchers at the time of original purchase of Forescout products or as a separate, standalone purchase. For customers who have not finalized the details of the specific services and/or training required for their Forescout product implementation, vouchers offer the flexibility to budget for anticipated needs up front and later redeem those pre-purchased vouchers when the specific needs are defined. This option helps manage costs upfront and mitigates the need to allocate additional funds that may no longer be available later. Vouchers can be used for any of the standard Forescout Services or training offerings on the current price book and must be used within one (1) calendar year of the date the applicable products are shipped, or for a virtual product, the date the licenses are issued.

The below list of the Top Customer agreed Commitments you need to discuss with the decision maker while we are waiting for the PO to close.

## Available Professional Services and Training Courses

Customers may redeem vouchers for any of the services or training listed in the Forescout price-book. Custom Services can also be purchased via a voucher, however, those Services must be scoped and documented prior to delivery. Scheduling of services delivery or training is subject to availability and Forescout's standard policies. Certain international locations may be limited to remote only.

## How Vouchers Work

1. Forescout recommends customers purchase vouchers incrementally based on their budgeted Services needs. If requested, Forescout's Client Solution Director team can assist with scoping for standard or customized packages.
2. Customer are invoiced for vouchers at the time of purchase. Payment is due within our standard Net terms.
3. When ready to redeem vouchers, customers contact the Forescout Operations team (PS\_PMO@forescout.com) to arrange delivery of the applicable Services based on Forescout's standard offerings, or for customized Services, to initiate a scoping review and defining requirements.
4. Standard services engagements are delivered in accordance with the relevant Forescout datasheet. Custom Services are provided in accordance with a fully executed requirements document.

## Voucher Terms and Conditions

- ▶ Vouchers must be redeemed and the associates services or training delivered within one calendar year from the date the applicable products are shipped, or for a virtual product, the date first made available electronically. Any vouchers not used within one calendar year of purchase will expire and associated fees paid are retained by Forescout. Customers are not entitled to receive, and Forescout is not obligated to provide, any refund, credit or other compensation for expired vouchers.
- ▶ Vouchers may be redeemed for services or training, subject to availability and standard scheduling requirements. Forescout reserves the right to modify its offerings from time to time at its discretion.
- ▶ One (1) voucher may be redeemed for \$1 USD toward the then-current list price. For custom engagements, a requirements document is required prior to scheduling the engagement. Contact the Forescout PMO team at PS\_PMO@Forescout.com for assistance.
- ▶ Vouchers may also be used toward Forescout's travel and expenses for onsite Services.
- ▶ If a customer's voucher total falls below the number of vouchers required to purchase desired Services, the customer may buy additional vouchers or add the cash value required to reach the necessary purchase price. Forescout does not provide any refunds or credits for residual vouchers that are not used within one (1) year.
- ▶ This datasheet is for informational purposes only. Forescout MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All Forescout Services engagements are governed by the Professional Services Agreement terms and conditions available at [www.Forescout.com/company/legal/professional-services-agreement](http://www.Forescout.com/company/legal/professional-services-agreement).

## Availability

- ▶ Vouchers are available for purchase globally and can be used for any active services or training SKUs.
- ▶ Vouchers can only be redeemed by Forescout end-user customers, whether purchased directly from Forescout or from Forescout authorized partners.

## About Forescout Professional Services

Forescout offers an extensive array of Professional Services with which customers can fortify their investment in the Forescout platform with expertise to accelerate time-to-value, expedite implementation schedules, develop and refine security policies, and customize system functionality to address unique oversight and reporting requirements.

Forescout Professional Services Consultants are experts in product implementation, integrations, and network access/endpoint compliance best practices. Our onsite and remote Professional Services promote customer success throughout the product's lifecycle.

- ▶ Deployment and Configuration
- ▶ Policy Development/Optimization
- ▶ Customer Coaching
- ▶ Health Check/System Review
- ▶ Software Release Upgrade
- ▶ Hardware Procurement and Installation
- ▶ Custom Services

## About Forescout Training

A trained customer is a critical component of any successful solution. All of our instructors are experienced professionals who bring a wealth of practical experience to the classroom and are highly skilled at designing and implementing Forescout solutions.

Our instructor-led Training covers the practical skills to configure and operate our solution. Our classes can be delivered onsite at a customer's facility (subject to standard Forescout policies and local restrictions), virtually or at a Forescout training center.

PRODUCT	DESCRIPTION
FS-SVC-VOUCHER	Professional services and training voucher, prepaid. Expires unless used within 12 months from date of purchase. Description of Work will be included.

### Notes

1. These SKU are paid upfront and valid for 12 months from purchase.

## For More Information

To learn more about Forescout vouchers, chat with your Forescout Professional Sales Representative or authorized channel partner. You can also visit [www.Forescout.com](http://www.Forescout.com).



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Learn more at [Forescout.com](http://Forescout.com)

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