

Health Check Analysis

Service Description

Health Check Analysis is an add-on service for customers that need to leverage Pulse Secure's support engineers experience to verify the health of their Pulse Secure deployment. This service is available only to Platinum customers.

Pulse Secure Health Check uses sampling data from targeted Pulse Secure devices to check key indicators of device health and utilization to determine if the product is maintaining performance expectations based on Pulse Secure recommended best practices.

Pulse Secure engineers will collect and analyze End User data and will provide recommended actions or workarounds to help the End User minimize risk and improve network performance.

Customers that purchase the Health Check Analysis Add-on may request up to two health check analysis during the twelve-month period that follows the purchase or renewal of the Add-on.

Eligibility and Purchasing

The Health Check Add-on is only available to Pulse Secure Platinum Support tier customers. Gold tier customers desiring the Health Check Analysis Add-on must first upgrade their support to Platinum and then purchase the Health Check Add-on.

Key Features and Deliverables

Health Check Analysis customers will create a Pulse Secure support case to request for an analysis of their deployment. Pulse Secure Support Engineers will review the customer deployment and will provide a report that compares the following items with Pulse Secure's best practice guidelines:

1. Basic device configuration
2. Authentication and authorization related configuration
3. Endpoint security Configuration
4. Client-less and client based application access related configuration (includes rewriter, pulse and other access methods)
5. Key system performance parameters review (Includes CPU, Memory, Storage and throughput)
6. System Management configuration (Includes clustering configuration review and SNMP configuration)
7. Security Posture Review
8. Software upgrades and Security patches

Scope

- The Health Check Analysis Add-on cannot be used for assistance with the initial configuration. Customer must complete the initial installation and the systems needing the health check should be in production prior to the start of the health check analysis.
- The Health Check Analysis can only be performed on Pulse Secure devices that are under an active maintenance contract and are running a support configuration. In addition, all software that is part of the Health Check Analysis must be running on a supported platform.
- The Health Check will be an analysis of the current health status of the customer's Pulse Secure deployment and cannot be used as a Root Cause Analysis (RCA) of previous issues that may no longer be impacting the deployment.
- The Health Check Analysis will be performed remotely. The service does not include an on-site visit of the customer's deployment.

Customer Responsibility

Pulse Secure's obligation to provide the applicable Services is conditional upon Customer meeting the following obligations. The provision of the Services assumes that Customer will:

1. Customer should create a Service Request on Pulse Secure's Customer Service Portal at <https://my.pulsesecure.net> to request for a Health Check Analysis
2. Provide deployment diagrams, use cases, user profile, hardware, software versions, log files, and configuration files.
3. Provide any additional information on the customer's deployment that the Pulse Secure Support Engineers who is working on the Health Check Analysis may request to complete the Health Check Analysis.

Availability

1. Services shall be delivered remotely from an authorized Pulse Secure location unless specified otherwise.
2. Health Check Analysis is only available to Platinum Tier customers.

Ordering Information

For ordering information, please contact your local Pulse Secure Partner or Pulse Secure field sales manager.