**SCHEDULE M: SERVICE DEFINITION FOR FORTICLIENT ENTERPRISE MANAGEMENT SERVER (EMS) SERVICE**

**1.       Service Description for FortiClient Enterprise Management Server (EMS)**

Exponential-e's FortiClient Enterprise Management Server (EMS) Service is a software-based application to manage endpoints running the FortiClient fabric agent. The application is required to run on a new virtual dedicated Windows Server, which can:

   i.    be deployed by Exponential-e within a virtual environment hosted by Exponential-e in its Virtual Datacentre (VDC); or

   ii.   be deployed within the Customer's tenancy within a virtual environment hosted by a Public Cloud provider; or

   iii.  be deployed within a virtual environment hosted by the Customer.

Where the server is hosted by Exponential-e in its VDC, VDC resource will appear on the Order Form, but it should be noted that this is not a VDC Service being provided to the Customer.

The virtual server can be provided by the Customer or Exponential-e as part of this Service.

Deployment

- The FortiClient EMS Service can be deployed as an add-on to Exponential-e's Dedicated Firewall Service; or
- The FortiClient EMS Service can be deployed as an add-on to Exponential-e's Centralised Firewall Service, but only where Zero Trust tagging rules have not been applied.

Supported Features

Exponential-e deploys the FortiClient EMS Service with the ZTNA license for the number of endpoints specified on the Order Form, covering the following features as standard:

| Feature | Scope |
|---|---|
| Endpoint Profile - Remote Access | Up to two profiles. |
| Endpoint Profile - ZTNA Destination | One profile only. |
| Endpoint Profile - Web Filter | Up to two profiles. |
| Endpoint Profile - Vulnerability Scan | Up to two profiles. |
| Endpoint Policies | Up to 10 Policies and one On-Fabric detection rule. |
| Zero Trust Tags* | Up to 10 rule sets. |
| FortiClient Deployment Packages | Up to 5 Deployment Packages. |
| Domains | One Domain for endpoint discovery. |
| Azure AD for SAML Authentication | One Azure AD Integration for SAML Authentication. |

*Please note, that Dynamic Access Control based on Zero Trust Tags is not available if the Customer has a VDOM on one of Exponential-e's multi-tenant Centralised Firewalls.*

Service Options

Three different levels of support are available to the Customer:

-    FortiClient EMS Basic
-    FortiClient EMS Standard
-    FortiClient EMS Premium

FortiClient EMS Basic

The Parties' respective responsibilities are:

| Exponential-e Responsibilities | Customer Responsibilities |
|---|---|
| Exponential-e has no in-life responsibilities. | Customer is responsible for FortiClient EMS application software upgrades, Configuration and Changes. |
| Exponential-e is to make the deployment packages available for download over the internet from the EMS application. | Customer is responsible for deploying FortiClient agent on the endpoints. |
| Exponential-e shall have no responsibility for any security incidents arising from misconfiguration of endpoints. | Notify Exponential-e of any reported security incident as soon as they are detected on any endpoint. |

FortiClient EMS Standard

The Parties' respective responsibilities are:

| Exponential-e Responsibilities | Customer Responsibilities |
|---|---|
| FortiClient EMS application software upgrades (up to 2 upgrades per year). | Customer to provide access to Exponential-e to perform upgrades. Customer is then responsible for FortiClient EMS Configuration and Changes. |
| Exponential-e is to make the deployment packages available for download over the internet from the EMS application. | Customer is responsible for deploying FortiClient agent on the endpoints. |
| Exponential-e shall have no responsibility for any security incidents arising from misconfiguration of endpoints. | Notify Exponential-e of any reported security incident as soon as they are detected on any endpoint. |

FortiClient EMS Premium

The Parties' respective responsibilities are:

| Exponential-e Responsibilities | Customer Responsibilities |
|---|---|
| FortiClient EMS application software upgrades (up to 2 upgrades per year). | Customer to provide access to Exponential-e to perform upgrades. |
| Desktop Support: FortiClient EMS Configuration and Changes (up to 10 changes per month). | |
| Desktop Support: Exponential-e is responsible for deploying FortiClient agent on the endpoints. | |
| Exponential-e shall have no responsibility for any security incidents arising from misconfiguration of endpoints. | Notify Exponential-e of any reported security incident as soon as they are detected on any endpoint. |

Vendor Licensing

Licensing of the FortiClient EMS Server is provided as set out on the Order Form. The period of licensing set out on the Order Form is a fixed period calculated from the date of license activation set forth by the vendor (which can be confirmed upon request by the Customer to sales@exponential-e.com). Upon expiry of this period, licensing will need to be renewed to cover the remainder of the Initial Term or such longer period that the Customer may elect. The Customer shall be responsible for renewing vendor licensing and it is recommended that the Customer contacts their account manager not less than thirty (30) days prior to expiry to discuss renewal options. With respect to vendor licensing, Exponential-e's obligation shall be limited to putting the relevant licensing in place.

**2.      Target Service Commencement Date***

FortiClient EMS Service                     25 Working Days

## 3. Service Level Agreement

This Service is not subject to a Service Level Agreement; however, Exponential-e will use reasonable endeavours to alert the Customer of any detected events/issues within sixty (60) minutes of becoming aware of them.

## 4. Definitions

**"Endpoint Profile"**    Controls the endpoint's FortiClient configuration, specific to the stated feature.

**"ZTNA Destination"**    Destination FortiGate application proxy.