

RedTail Consulting

RedTail CyberArk Jump Start

Service Definition – One Page Overview

Service overview

RedTail CyberArk Jump Start is a fixed-scope implementation service designed to accelerate the initial deployment or expansion of CyberArk Privilege Cloud. The service provides a structured foundation to enable secure and operational use of the platform.

Scope of service

The service includes baseline platform configuration, onboarding of a defined set of systems or accounts, validation testing, documentation, and knowledge transfer to customer teams.

Onboarding and offboarding

Jump Start includes structured onboarding to establish access, configuration standards, and operational processes. Offboarding includes handover documentation and access removal where required.

Service constraints

Jump Start is delivered as a fixed-scope engagement aligned to agreed assumptions. Changes beyond the defined scope may be delivered under a separate engagement.

Resilience and continuity

Platform resilience, backup, and disaster recovery are provided by the CyberArk Privilege Cloud SaaS platform in line with CyberArk's published business continuity arrangements.

Security and governance

Security controls are implemented using CyberArk platform capabilities and delivered in line with RedTail's secure delivery and change management practices.

Pricing

The service is provided at a fixed price per engagement, confirmed prior to commencement.