



Support and Professional Services

Survival of the Fittest Still Applies

We don't mean to be alarmists, but your business's network is under siege. There are thousands of well-known threats to your network already in existence. And new ones are launched every day. To keep your network safe, your security and data protection solutions have to be every bit as dynamic as the threats they're guarding against.

That's where SonicWALL® network security and data protection solutions and on-going services come in. With them, your network will be protected against the ever-changing world of cyber crime. And our wide range of services can be tailored to suit your unique needs, helping you prepare, manage and update your network security infrastructure.

The range of services includes:

- SonicWALL Dynamic and E-Class Support Services
- SonicWALL Premium Support Services
- SonicWALL Professional Services

SonicWALL Global Support Services

SonicWALL not only designed support services to keep your network security and data backup and recovery infrastructure current, but to also react swiftly to any problem that may occur. However that's not enough to keep your network safe these days. So, SonicWALL's support services also include crucial software and firmware updates and upgrades, the finest technical support, timely hardware replacement and access to extensive electronic tools.

Dynamic Support

Designed for customers who need continued protection through on-going firmware updates and advanced technical support, SonicWALL Dynamic Support is available during normal business hours, or 24x7, depending on your needs. Services include:

- Subscription to firmware updates and upgrades
- Access to telephone and Web-based technical support
- Advance Exchange hardware replacement in the event of failure
- Subscription to SonicWALL Service Bulletins and access to electronic support tools and discussion groups

E-Class Support 24x7

Available only on E-Class products, E-Class Support 24x7 provides the enterprise-class support features and quality of service companies require to keep their networks running smoothly and efficiently. E-Class Support 24x7 includes all the features of our Dynamic Support offerings PLUS direct access to a team of highly-trained senior support engineers.

Comprehensive Global Management System (GMS)

For customers using SonicWALL Global Management System (GMS) to manage their distributed networks, there's SonicWALL Comprehensive GMS. This umbrella support service delivers all the benefits of an E-Class Support 24x7 contract for every appliance managed through a SonicWALL GMS deployment. Not only that, Comprehensive GMS provides support and software updates for the GMS application itself. And, because you're purchasing a single co-terminus contract, there's only one expiration date for everything, simplifying management and administration while also removing the likelihood of lapsed support coverage.

Warranty Support

All of our non E-Class hardware products come with SonicWALL Warranty Support, which includes:

- Software and firmware updates and upgrades to maintain your network security
- Telephone and Web-based technical support during local business hours
- 1-year Advance Exchange replacement for defective hardware
- Access to SonicWALL electronic support tools

Note: E-Class appliances do not come with Warranty Support

Network Security and Data Protection Expertise

Finally, support is only as good as the person providing it. So all of SonicWALL's support professionals are extremely knowledgeable on every SonicWALL solution and have years of experience in networking and network security. And they're backed up by best-in-class tools and processes, ensuring you get quick and accurate resolution to your problem.

Service Offering	Phone and Web Support	Firmware Updates	Hardware Warranty	RMA Fulfillment	Service Bulletins
E-Class Support 24x7	■	■	1 Year ¹	Advance Exchange	■
Dynamic Support 8x5 ⁴	■	■	1 Year ¹	Advance Exchange	■
Dynamic Support 24x7	■	■	1 Year ¹	Advance Exchange	■
Software and Firmware Updates ²		■	1 Year ¹	Advance Exchange	
On-site Replacement	Requires 8x5 or 24x7	Requires 8x5 or 24x7	N/A	On-site, 8x5 or 24x7	
Comprehensive GMS	24x7	■	1 Year ¹	Advance Exchange	■

Warranty Support ¹	Phone and Web Support	Firmware Updates	Hardware Warranty	RMA Fulfillment	Service Bulletins
SAVR 80/TZ 150 Series	30 Days	30 Days	1 Year ¹	30 Day Advance Exchange	
Other non E-Class Appliances	90 Days ³	90 Days	1 Year ¹	90 Day Advance Exchange	
E-Class Appliances	N/A	N/A	N/A	N/A	

¹Warranty support begins on the date of product registration. Hardware duration varies by country according to local laws and customs. Telephone fees may apply for phone assistance. Telephone numbers and hours of operation vary by geographic region and are subject to change. Email Security comes with 14 days of Email Protection Subscription and Dynamic 8x5 Support. E-Class products do not come with Warranty Support. E-Class Support 24x7 is available on E-Class products only. ²Available only to CSSA certified customers and partners. ³May vary by geography. ⁴8:00 am-5:00 pm local time is defined as follows: In North America: 8:00 am-5:00 pm Mountain Standard Time (MST); In Latin America: 8:00 am-5:00 pm Local Standard Time in the country where the product is deployed; In Europe, the Middle East and Africa: 9:00 am-6:00 pm GMT +1; In Asia Pacific: 8:00 am-5:00 pm Local Standard Time in the country where the product is deployed; In Japan: 5:00 pm-2:00 am UTC/GMT.

SonicWALL Premium Support Services

Overview

Mission-critical customers need mission-critical support. The SonicWALL Focused Technical Support service is designed to provide the highest quality, most responsive support services available in the industry.

This premium support offering includes a comprehensive suite of proactive services, all of which are managed by a designated SonicWALL Security Engineer (SSE) who understands your technical requirements and your business. Focused Technical Support customers have immediate access to subject matter experts (SMEs) and a fast-track into SonicWALL product management for enhanced escalation and new feature processing. Just as important, the relationships that develop within the service mean that customers often influence SonicWALL's roadmap through our Customer-Linked Innovation and Commercialization (CLIC) process.

SonicWALL Focused Technical Support

Integral to the success of the Focused Technical Support service is the SonicWALL-certified Security Engineer. You have direct access to a designated SSE who acts as your primary contact for all technical issues related to your SonicWALL solutions. The SSE works closely with your operations and network engineering teams to get a better understanding of your technical requirements and provide the right level of solutions to meet your needs.

Extend Your Support Coverage

SonicWALL Global Support Services extend the support coverage on your SonicWALL solution beyond the warranty period. Our 8x5 and 24x7 support services include critical software and firmware updates, expert telephone and Web-based support, Advance Exchange hardware replacement and access to electronic self-help tools — all for one low price.

- Take advantage of the latest features through software and firmware updates and upgrades.
- Speak with a SonicWALL Technical Support Specialist or contact us via the Web should you require assistance.
- If a replacement unit is required, SonicWALL will provide an Advance Exchange replacement via next-day air shipment.
- SonicWALL security appliances also ship with a one-year hardware warranty that can be extended up to three years!

Software and Firmware Updates	90 days	1 Year	2 Years	3 Years
Telephone and Web-based Support	90 Days	1 Year	2 Years	3 Years
Advance Exchange Hardware Replacement	90 Days	1 Year	2 Years	3 Years

- Complimentary Warranty Support! (Not included with E-Class products)
- Extended coverage with SonicWALL Global Support Services

To purchase a one-, two- or three-year E-Class Support 24x7 or Dynamic Support contract, contact your local SonicWALL reseller or contact SonicWALL at +1 888.557.6642 or +1 408.745.9600.

	Focused Technical Support Ultra	Focused Technical Support Standard	Focused Technical Support Lite
Single Point of Contact – SSE			
Primary customer contact	■	■	■
Manages customer technical activities	■	■	■
Provides high level of technical support	■	■	■
Enables faster resolution of support issues	■	■	■
Drives escalations and feature requests	■	■	■
Visits customer sites that have high-level technical issues with SonicWALL solutions	As determined by SonicWALL and customer	–	–
Availability	8x5 Local Time Monday-Friday; Available 24x7 as needed	8x5 Local Time Monday-Friday	8x5 Local Time Monday-Friday
Proactive Communications			
Ongoing case updates	■	■	–
SonicWALL Service Bulletins	■	■	–
Patch notifications	■	■	–
Other updates	■	■	–
Reports			
Frequency	Monthly/Quarterly/Yearly	–	–
Business Reviews			
Frequency	Quarterly	–	–
Post Mortems			
Frequency	Upon completion of long duration or non-standard cases	–	–
Escalation Management			
Direct access to Subject Matter Experts	■	■	–
Feature request escalations	■	■	–
Best-in-Class Tools and Resources			
Access to online KnowledgeBase	■	■	■
Access to moderated online Forum	■	■	■
Subscription to newsletters and bulletins	■	■	■
Invitations to beta programs	■	■	■



SonicWALL Professional Services

SonicWALL offers a range of Professional Services to meet your needs, from our Remote Start-up and Configuration Service to our traditional statement of work-based services. Combined with their detailed knowledge of SonicWALL products and services, SonicWALL consultants bring wide industry experience, tested methodologies, and the backing of SonicWALL's world-class engineering support to every engagement. With SonicWALL Professional Services, you get some of the brightest people in the industry working for you.

SonicWALL Remote Start-up and Configuration Service

SonicWALL Remote Start-up and Configuration Service provides secure remote configuration of your SonicWALL TZ or Email Security appliance. A Certified SonicWALL Security Administrator (CCSA) - SonicWALL engineer works with you via e-mail and over the phone to build a configuration plan based on your requirements. Once you've agreed to the plan, the SonicWALL security engineer will configure your appliance quickly and efficiently for rapid deployment into your network. Whether it's one appliance or 100, Remote Start-up and Configuration Service can help you minimize your costs by taking care of one of the most important aspects of your deployment plan so that you can focus on the others.

- SonicWALL Remote Start-up and Configuration Service for the TZ Series
- SonicWALL Remote Start-up and Configuration Service for Email Security Appliances

SonicWALL Jump Start

Time is money, so getting a jump on deploying technologies that speed your product or service to market is imperative. For the fastest and most optimal deployment of your SonicWALL E-Class appliance, on-site expert assistance is essential. SonicWALL Jump Start makes deployment of your next-generation security solution easy and seamless with expert guidance and deployment planning assistance. An experienced SonicWALL Systems Engineer (SE) will review your implementation plans, security configurations and project goals to formulate a best practices approach to meet your requirements.

- SonicWALL Jump Start for the E-Class Network Security Appliance Series
- SonicWALL Jump Start for the E-Class Secure Remote Access Series

Custom Consulting Services

Enterprise networks have a whole set of unique security and data protection needs. SonicWALL Custom Consulting Services provide customized, project-based consulting to meet these demands. These services include:

- Security Assessments—SonicWALL examines your network, determines the security level and exposes any potential holes in firewalls, routers and other network devices. We then compile comprehensive reports that examine your internal network, analyze how it appears to perpetrators and give detailed corrective actions.
- Security Design and Implementation—for customers who need a comprehensive approach to network security, SonicWALL evaluates overall security and then designs and implements the appropriate solutions. This includes security policy development to ensure the security solution is built on a solid foundation.

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