

# Support Matrix

## Support Levels

	SUPPORT	MANAGE
<b>SUPPORT:</b>		
8x5 Telephone Support	Y	Y
Email Support	Y	Y
Support Ticketing System	Y	Y
Remote Hands	Y	Y
<b>MANAGEMENT:</b>		
Remote Administration	N	Y
Policy Additions / Changes	YOU	US
Security Service Management	YOU	US
Monitoring	YOU	US
Multi-Unit Management	N	OPTIONAL*
Secure Settings Backup	OPTIONAL	US
<b>REPORTING:</b>		
Email Reports	N	N
Service Review	OPTIONAL	OPTIONAL
Configured next-day, stand by Appliance	N	N

## The Units

	Users*	FW Speed	UTM Speed	AV	UTM Services IPS	AF	CF	Mobile VPN*
<b>TZ SERIES:</b>								
TZ100 Home / Satellite Offices	5+	100	25	Y	Y	N	Y	5
TZ200 Satellite / Small Offices	20+	100	35	Y	Y	N	Y	10
TZ210 Small Offices	40+	200	50	Y	Y	Y	Y	10
<b>NSA SERIES:</b>								
NSA240 Small to Medium Offices	55+	600	110	Y	Y	Y	Y	25
NSA2400 Medium Sized Office	75+	775	150	Y	Y	Y	Y	250
NSA3500 Medium Sized Offices with Higher Bandwidth Usage	125+	1.5Gb	240	Y	Y	Y	Y	1000

\*Recommended numbers of users when deployed in office  
\*\*Maximum number of mobile VPN users

## Support / Unit Options

UNIT:	YOU BUY THE UNIT:				WE PROVIDE THE UNIT:			
	SUPPORT Unit / Setup*	Monthly	MANAGE Unit / Setup*	Monthly	SUPPORT Unit / Setup*	Monthly	MANAGE Unit / Setup*	Monthly
TZ100 Home / Satellite Offices	£317	£25	£317	£40	£60	£40	£60	£55
TZ200 Home / Satellite Offices	£489	£35	£489	£50	£60	£55	£60	£70
TZ210 Small Offices	£648	£45	£648	£60	£60	£75	£60	£90
NSA240 Small to Medium Offices	£1166	£55	£1166	£80	£150	£95	£150	£115
NSA2400 Medium Sized Office	£2303	£80	£2303	£135	£200	£155	£200	£210
NSA2400 HA / Failover Medium Sized Office	£1000	£25	£1000	£50	£200	£95**	£200	£115**
NSA3500 Medium Sized Offices with Higher Bandwidth Usage	£2982	£POA	£2982	£POA	£300	£POA	£300	£POA

\*Includes unit with 1 year security service subscription plus setup fee (TZ - £60, NSA - £120)

\*\* HA pricing on the unit included options drops after the first 12 months to standard support / management fee only

**Minimum contract period is 24 months, after which ownership of appliance moves to customer, alternatively after 36 months service upgrade to new generation appliance is provided upon commencement of new 24 month agreement**