

Support Services

Your firewall can only be as secure as its configuration.

You've chosen the correct security solution for your network, now make sure you have the support you need to ensure your device is correctly deployed and continues to deliver the best security.

Our services allow you to maintain control of your security by selecting and purchasing the most appropriate appliance in the most cost effective way and then taking advantage of some of the best SonicWall support available.

You can enjoy the highest level of security without having to invest in a fully managed security solution or security staff.



Plus, our **Solution Packs** allow you to 'tap into' this support resource even if you decide to support and install your appliance yourself.

SOLUTION PACKS

NetThreat's Solution Packs help customers with support and management of their device when they need it the most.

Health Check | DPI-SSL Deployment | Appliance Upgrades. Read on for more information.

Packages

LITE

Includes named Engineer, 1 hour support, Onboarding Status Report

The entry level support pack and the minimum we would recommend, our Lite service is suitable for those who do not require regular support but allows you to maintain access to UK based qualified engineers who know your network. Includes 1 hour of 8x5 telephone support per month (rolls over up to 12 months), cover for a single unit (or pair of appliances), onboarding security status report and assistance with / information about firmware updates.

STANDARD

Includes Unlimited Master Engineer Access, Annual Status Check, 10% OFF YOUR RENEWAL COSTS

Our most popular service extends the Lite pack to include an **unlimited number of hours** a month for up to 3 appliances, Master Engineers deliver the service, annual security status reports and managed firmware updates are included. Customers can also take advantage of **10% off renewal of units** covered by the service.

COMPLETE

Proactive Support with 24x7 cover for unlimited units, 10% OFF YOUR RENEWAL COSTS

Our Complete support service delivers peace of mind for organisations covering your single or entire estate of SonicWall appliances. Our Master Engineers know your network, advise on updates / configuration changes, train you or your staff and regularly check configuration to ensure your product delivers the highest level of security.

	VENDOR ONLY	LITE SUPPORT	STANDARD SUPPORT	COMPLETE SUPPORT
INFORMATION				
Description	Break-fix support from SonicWall	UK based support from NetThreat	Unlimited from our Master Engineers	Complete support for Unlimited units
Provided by	SonicWall	NetThreat	NetThreat	NetThreat
Type	Reactive	Reactive	Reactive / Scheduled	Scheduled / Proactive
TESTING / TRAINING SOLUTIONS				
Hours Included	Unlimited	1 Hour	Unlimited	Unlimited
Cover Type	24 x 7	8 x 5	8 x 5	8 x 5 or 24 x 7
Scheduled out-of-hours	N/A	£200 / hour	£150 / hour	Included
Vendor Support (communication if needed with SonicWall support)	N/A	Customer	Customer	NetThreat
Units Covered	N/A	1	<3	Unlimited
Service (level of engineer delivering service)	Level 1 SonicWall Engineer	NetThreat Certified Engineer	NetThreat Master Engineer	NetThreat Master Engineer
Firmware Updates	Customer	NetThreat Assisted	NetThreat	NetThreat
SECURITY SERVICES DISCOUNT				
Discounted pricing for renewals	0%	0%	10% OFF	10% OFF
PRICING				
TZ Units	Dependent on device	£50 - £150*	£100 - £250*	£POA
NSA Units				£POA

“As a leading security reseller in the UK, NetThreat has been a valued partner of SonicWall’s for more than 15 years...together SonicWall and NetThreat have achieved a strong track record of securing customers in the cyber arms race”

SonicWall Vice President, Worldwide Sales

** Prior to confirming pricing for your deployment we request that you have a conversation with our engineers so that we can ensure you are getting the level of cover you need at the right price!*

Solutions

NetThreat Solution Packs

Many of our customers maintain the security of their network by managing their appliance themselves, often with the Lite support pack in place. When something new or more complex / involved comes along our Solution Packs are ideal to get the help you need. Whether it is an annual Health Check of your configuration, assistance with configuring a new generation replacement appliance or help with deploying DPI-SSL this is the option you need when it's best to **just get an expert to do it!**

Popular Options

Check out the full current range at: <https://www.sonicwallonline.co.uk/netthreat-recommends/solutions.html>

Health Check from £200.00

Your firewall is only as secure as its configuration. A one off 2 hour session checking settings and security on your appliance, results in a health status report.

- Checking self-deployed units correctly configure
- Old / unknown configurations / appliances
- Recommended annual security check

DPI-SSL Deployment from £350.00

DPI-SSL is an essential but often ignored element of your SonicWall security, currently 85% of units do not run the service.

- Pre-deployment consultation, certificate roll-out
- SonicWall configuration
- Critical post-deployment assistance

Secure Upgrade Deployment from £300.00

If you're replacing your old SonicWall with one from the latest generation of devices, let us check your existing settings and import them into your new device before it ships to you.

- Existing unit settings check / export
- Import into new appliance
- Deployment assistance

Total Deployment from £600.00

Ensure the secure configuration of your new security device by letting our Master Engineers do it for you, delivers a complete deployment solution.

- Deployment planning / consultation
- Pre and post deployment configuration
- Post-deployment housekeeping

Free Phishing Test

uSecure Free Training and Phishing

Correctly configured security solutions are undermined by staff errors and engineering every day. Phishing, ransomware and identity fraud have become standard in a cyber criminals' toolbox. Every customer taking NetThreat support services or solutions can take advantage of free phishing testing and training for all their staff.

Reseller Support

Our Reseller Support packages deliver IT consultants and resellers expert support for their customers' security products whenever they need it. Partner with NetThreat to deliver the highest level of security to your customers while you get on with all you do best!

Security is increasingly complex, an approach of deploy and forget is no longer plausible for those delivering a solution and committing to delivering this to your customers without full time security staff can be daunting. With our Reseller Support we fill in the gaps, either backing up your engineers or taking care of it all for you, ensuring that your customer's security is maintained without you needing to live in our world.

Why Partner with NetThreat

We only do Security

This allows us to work closely with resellers who deliver other services and means we can 'keep abreast' of the security landscape and how it affects your customers.

Strength in Numbers

As one of SonicWall's largest partners in the world your influence on the vendor (through us) is amplified, securing the highest possible level of service for you and your customers.

Vendor Neutral

As a vendor neutral reseller we deliver and support a variety of security solutions, it is a fiercely competitive market and we're best placed to keep you informed of the options available.

Honesty, Integrity and Openness

You don't need us to tell you that in IT things can never go right 100% of the time, but we know the difficult moments are turned into positives when approached with these values. We will always listen to you and your customer and focus on delivering what you need to put things right.

Packages

	RESELLER LITE	RESELLER PRO
INFORMATION		
Description	Expert support when you need it for your customers	Deliver our complete security solution to all your customers
DETAILS		
Hours Included	<10 / month	Unlimited
Cover	8x5 (24x7 charged)	24x7
Units Covered	Unlimited	Unlimited
Service	NetThreat Master Engineer	NetThreat Master Engineer
Security / Technical Briefing	2 per year	2 per year
Reseller Sales Training	ONE OFF	ON DEMAND
Reseller Technical Training	ONE OFF	ON DEMAND
PRICING		
Monthly	£POA	£POA

"I would strongly recommend that IT resellers, consultants and partners talk with us about the security they are delivering and how we may be able to help. Security can be complex, constantly changing and even frightening for customers. Our experience, people and position in the market makes us the perfect partner to help guide you and them to the right solution."

Jon Rayment, Managing Director, NetThreat