

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

BREAK-FIX

Emergency Cover including up to 4 cases per year

Our entry level support package which is included in our NT monthly appliances includes reactive support for up to 4 cases per year. If things go wrong or you need help with configuration changes an expert engineer is available to assist with your requirements. Cases can be raised via an online form or by email within 24 hours to assist.

BASIC

Includes 1 hour support and onboarding

Our Basic service is suitable for those who do not require regular assistance but need telephone access on demand to UK based qualified engineers who know your network. We include 1 hour of 8x5 telephone support per month (rolls over up to 3 months), cover for a single unit (or pair of appliances) and an 8hr BE response time.

STANDARD

Active support with unlimited cover for up to 3 pairs of devices **PLUS DISCOUNTED DEPLOYMENT SERVICES**

Our Standard support service delivers peace of mind for organisations with unlimited phone and teams based support covering up to 3 pairs of SonicWall appliances. Our Master Engineers know your network, advise on updates / configuration changes, and regularly check configuration to ensure your product delivers the highest level of security.

	BREAK-FIX	BASIC	STANDARD	ADVANCED
INFORMATION				
Description	Emergency backup for your team	UK based support from NetThreat	Unlimited from our Master Engineers	COMING SOON
Type	Reactive	Reactive	Active	Proactive
Method(s)	Form / Email	+Telephone	+Teams	All
COVERAGE				
Hours / Cases Included	4 cases / year	1 Hour / month ¹	Unlimited	Unlimited
Units Covered	1	1	<3	Unlimited
8x5 Support	YES	YES	YES	YES
Scheduled Out-of-hours	£200 / hour	£100 / hour	£100 / hour	Included
Best Endeavours Response Time	24hr	8hr	4hr	2hr
Roll Over Hours	N/A	Up to 3 Hours	N/A	N/A
SERVICES				
Onboarding	NO	YES	YES	YES
Dedicated Engineer	NO	NO	YES	YES
Briefing Call	NO	NO	Quarterly	Monthly
Firmware Updates	Customer	Customer	NetThreat	NetThreat
Vendor Support	Customer	Customer	NetThreat	NetThreat
Huntress MDR 24x7 SOC	NO	OPTION	COMING SOON	COMING SOON
PRICING (per month excluding VAT)				
TZ 80 / 270 / 370	£40 or Included ²	£100 or £50 ²	£200/ £100 ²	COMING SOON
TZ 470 / 570 / 670			£250 or £150 ²	
NSA 2700 / 3700 / 2800 / 3800			£300 or £200 ²	
NSA 4700 / 5700 / 6700			£450 or £300 ²	
Options (one off excluding VAT)				
Unit Deployment	From £300 ³	From £300 ³	From £150 ³	INCLUDED

¹Additional hours charged at £50/hour

²Discounted price when added to monthly appliance

³Per device, talk to us about discounts for multi-site

"As a leading security reseller in the UK, NetThreat has been a valued partner of SonicWall's for more than 20 years...together SonicWall and NetThreat have achieved a strong track record of securing customers in the cyber arms race"

SonicWall Vice President, Worldwide Sales

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 80% 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 a free phishing test 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 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