

The Remote Implementation Service for a SonicWall Secure Mobile Access (SMA) 100 Series is a deployment service (“Activity”) that deploys and integrates the SonicWall Secure Mobile Access (SMA) 100 Series physical or virtual Appliance into a customer environment. This Activity is typically implemented within 10 business days after the SonicWall Advanced Services Partner receives the completed implementation planning document(s). The Activities will be limited to those stated herein.

Overview

SonicWall Remote Implementation Services are delivered by SonicWall’s Advanced Services partners who have completed extensive training, certification and have demonstrated expertise in all aspects and products of SonicWall’s solution platform. Upon the completion of purchase and processing, the Advanced Services partner will begin the coordination of the Remote Implementation Service within five (5) business days. Upon completion of the Remote Implementation Service, the Advanced Services partner will continue to support the configuration for thirty (30) calendar days.

Activities

The planned Activities include the following:

Pre-Deployment Steps

- Review existing network topology and configuration
- Create a valid design based on customer requirements
- Create network diagram based on proposed topology

Configuration

- Register unit and upgrade firmware
- Configure SSL-VPN
- Configure Two-Factor Authentication (if applicable)
- Pre-configuration of the unit remotely
 - Create Portals to satisfy customer requirements (up to two)
 - Configure integration with Active Directory
 - Configure High Availability unit (if applicable)
- Configure appliance with an All-in-one configuration

Installation

- Work with customer over the phone to complete the physical or virtual installation
- Assist with client software on up to three (3) supported devices
- Configure the SMA 100 Series Physical or Virtual Appliance
- Verify SSL-VPN remote connectivity is functioning properly
- Verify functionality of all configured features

- Configurations will be completed during normal business hours 0800 – 1700 hours Monday – Friday Local Standard Time
- Service Cutover may be after hours from 1700 – 1800 hours Monday – Friday Local Standard Time

Post-Implementation

- 30 days of post-implementation support is included should the customer need technical support for the specific implementation (the installation and configuration of the product only).
- The customer should contact SonicWall Support for product-related issues.
- Additional implementation support or management services (beyond 30 days) may be available for purchase (additional fees may apply).

Scope, Prerequisites and Other Terms

Scope

The following services are NOT included in the planned Activities for this service but, may be purchased separately (additional fees may apply):

- Troubleshooting client installation issues for SSL-VPN/ NetExtender/Mobile Connect
- Configuring any Appliance in the SMA 1000 series or SRA EX Series
- Creation of additional portals
- Deploying a Distributed configuration
- Training/Consulting Services

Prerequisites

- The customer must ensure that the existing infrastructure, hardware and (if applicable) virtualized configuration is sufficient to support the environment
- The customer must commit a technical resource on a full-time basis to provide SonicWall or the partner with the assistance required
- When deploying the Virtual Appliance, the Customer is responsible for installing the virtual machine on their servers prior to the service engagement
- Customer will provide the group information required for Role-based Administration.
- Access Control lists will be provided by the customer prior to engagement of an authorized SonicWall provider.
- End Point Control Zones and Profiles for global, group, or user must be outlined prior to engagement of a SonicWall authorized provider.
- Network Interface IP addresses need to be assigned prior to engagement of an authorized SonicWall provider.

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- Network Objects must be outlined prior to engagement of an authorized SonicWall provider.

Other Terms

- All activities will be performed remotely utilizing phone and web conferencing.
- It is the customer's responsibility to ensure it has the appropriate agreements with the provider of the Activities.
- The provision of the Activities does not include the development of any intellectual property. All right, title and interest arising from the performance of Activities shall vest in SonicWall.
- SonicWall and/or the provider of the Activities may require execution of additional documentation before performance of the Activities begin. This additional documentation may include (without limitation) dates for the work to begin. If the provider of the Activities can accommodate a change in schedule related to the Activities, the provider may require a two (2) week lead time (or more before Activities can be performed.
- If a customer makes any changes during or after the Activities begin, additional charges and/or schedule changes may apply.
- Only configured features publicly posted by SonicWall in the Datasheets may be configured.
- Not all Activities may need to be configured.
- The information provided herein is a general description of Activities. Any services delivered that are not explicitly outlined herein are not a part of this offer.
- The duration for the provision of Activities may vary based on many factors including, but not limited to, the complexity of the customer's environment.
- SonicWall is not responsible for ensuring Customer's compliance with data privacy, security and PCI requirements.
- Customer agrees that additional fees may be due and payable if Customer makes any such changes or otherwise fails to meet the prerequisites set forth herein.

Purchase Information

SKU ID	DESCRIPTION
01-SSC-8532	SonicWall Remote Implementation SMA 100 Series

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About Us

Over a 27 year history, SonicWall has been the industry's trusted security partner. From network security to access security to email security, SonicWall has continuously evolved its product portfolio, enabling organizations to innovate, accelerate and grow. With over a million security devices in almost 200 countries and territories worldwide, SonicWall enables its customers to confidently say yes to the future.

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