

SONICWALL REMOTE IMPLEMENTATION SERVICES

Overview

The SonicWall Remote Implementation Service (RIS) may be purchased with SonicWall hardware and is designed to ensure the SonicWall solution is installed correctly and optimized for each customer's network security requirements.

The SonicWall Implementation Service is delivered by SonicWall Advanced Service Partners who have completed in-depth

training and certification requirements, and are fully qualified to effectively support SonicWall customers with professional services needs.

In most cases, the implement service can be completed within five (5) business days, upon receipt of the completed implementation planning document. The Remote Implementation Service scope is defined by the activities outlined in the section below.



In-Scope Activities

Planning

The Advanced Services Partner will contact the customer by both telephone and email, usually within 48 hours, to schedule a project kick-off call. During the call, the partner will gather the information necessary to complete the service. This includes a detailed review of the existing network topology and configuration.

Installation and Testing

The Advanced Services Partner will schedule an appointment to remotely assist the customer with the installation of the unit. Remote Implementation Services are completed by the customer with step-by-step phone guidance from the partner.

During the installation appointment, the partner will remotely guide the customer (or the customer's assigned on-site contact) through unboxing, physically plugging in the equipment, configuration and testing to ensure functionality of all configured features after the SonicWall product is installed.

Post-Implementation

The customer may contact the partner within 30 days of completion of the RIS if they need technical support for their implementation. The Advanced Services Partner may also provide SonicWall Global Management System Reporting and Alerting within this 30-day window (trial offer).

Out-of-Scope Activities

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

- Assistance with installing Junk Box button for Microsoft Outlook on Workstations
- Setting up MX, A, SPF and/or PTR records
- Training/consulting services

Service Duration

The service duration may differ based on:

- The complexity of the environment, such as network configurations that include connections to multiple remote sites (e.g., third-party sites, OEMs, external vendors, etc.) that require coordinating and configuring third-party networks
- If the necessary information to complete the remote implementation is not delivered in a timely fashion
- Other factors such as shipping delays or resource availability

For additional detail on SonicWall Partner-Enabled Service Offerings, visit www.sonicwall.com or contact your SonicWall Advanced Services Partner.

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About Us

SonicWall has been fighting the cyber-criminal industry for over 25 years, defending small, medium size businesses and enterprises worldwide. Our combination of products and partners has enabled a real-time cyber defense solution tuned to the specific needs of the more than 500,000 global businesses in over 150 countries, so you can do more business with less fear.

If you have any questions regarding your potential use of this material, contact:

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Refer to our website for additional information.

www.sonicwall.com