

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 implementation service can be completed within approximately 5-10 business days, upon receipt of the completed implementation planning document. The Remote Implementation Service will vary somewhat based on the product(s) being implemented. Details regarding service offerings by product can be found in the scoping sections below.

Remote Implementation of SonicWall-branded Global Management System and Analyzer service ("Activity") typically consists of 3 days to assist the customer with the remote installation and configuration. The Activities will be limited to those stated herein.

Activities

The planned Activities include:

Configuration

- Create network diagram based on proposed topology
- Register unit and upgrade firmware (for Virtual Appliance, customer is responsible for deploying the OVA)
- Will provide configuration for an All-in-one configuration

Installation

- Work with customer remotely to complete the installation, and required configuration
- Configure SonicWall firewall appliances to report to the new Analyzer/GMS installation (up to five devices)
- Provide LDAP integration (if applicable)
- Review process for adding additional appliances
- Configure Daily/Weekly/Monthly Reports (up to 5 reports)
 - Provide Customer with Reporting features overview
- Ensure reporting data is being received by Analyzer/GMS
- Provide basic training on generating reports
- Add 5 SonicWall appliances to the GMS Management Console
- Configurations will be completed during normal business hours 0800 – 1700 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, dependencies 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):

- Adding additional units/reports
- Troubleshooting database issues
- Training/Consulting Services
- Configuring Customer LDAP system
- Deploying a Distributed Server Configuration

Prerequisites

- The customer must ensure that the existing infrastructure and hardware 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

Other terms

- 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.

Remote Implementation of SonicWall Global Management System and Analyzer

- Only configured features publicly posted by SonicWall in the Datasheets may be configured.
- Not all Activities may need to be configured.
- All Activities will be performed remotely utilizing the phone and web conferencing.
- 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.
- Only authorized SonicWall providers may provide the Activities described by this offer.