

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 a SonicWall-branded SMA 100 Series or SRA 1600/4600 Appliance service ("Activities") typically consists of 10 days to assist the customer with the remote installation and configuration of the SonicWall Internet Security Appliance. The Activities will be limited to those stated in the section below.

Activities

The planned Activities include:

Pre-Deployment Steps

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

Configuration

- Configurations will be completed remotely
- Create network diagram based on proposed topology
- Register unit and upgrade firmware
- Configure SSL-VPN
- Two-Factor Authentication
- 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)
- Will provide configuration for an All-in-one configuration

Implementation

- Work with customer over the phone to complete the physical installation
- Assist with client software on up to three (3) devices

- Configure the SMA 100 Series or SRA 1600/4600 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.

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):

- 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 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
- When deploying the Virtual Appliance, the Customer is responsible for installing the virtual machine on their servers prior to the service engagement

Other terms

- Customer must provide SSL certificates to be used for the SSL connection. Two certificates are required for:
 - The appliance services use a certificate to secure user traffic.

Remote Implementation of a SonicWall Secure Mobile Access (SMA) 100 Series or Secure Remote Access (SRA) 1600/4600 Appliance

- A Commercial Certificate Authority (CA) is recommended.
- A self-signed certificate can be used. The customer is required to deploy the Root CA to each client prior to deployment, if the customer does not want the end user to accept a self-signed certificate each time they connect.
- The Appliance Management Console (AMC) uses a certificate to secure management traffic.
 - Requires a self-signed certificate.
- A Certificate Signing Request may be requested by the customer.
 - The customer is responsible for determining how the certificate and who the certificate are signed.
- 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. The list can be either provided by a pre-existing Client Access VPN solution or a newly developed security policy.
- End Point Control Zones and Profiles for global, group, or user must be outlined prior to engagement of a SonicWall authorized provider. The outline can come from either a pre-existing Client Access VPN solution or a newly developed security policy.
- Network Interface IP's need to be assigned prior to engagement of an authorized SonicWall provider.
- Network Objects must be outlined prior to engagement of an authorized SonicWall provider. The outline may be based on either a pre-existing Client Access VPN solution or a newly developed security policy.
- 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.
- 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.