



FOURSYS PROFESSIONAL SERVICES

Foursys Professional Services provides a range of consultancy services to assist its customers. The Foursys team of engineers have built up experience installing and supporting security solutions throughout the UK and Ireland.

Foursys can provide onsite or remote access support services:

- **Onsite services**
Foursys Professional Services are provided onsite with a minimum duration of 1 day. The Professional Services day rate includes expenses with the same cost for all customers in mainland UK and Ireland. Out of hours and weekend working are available at extra cost.
- **Remote access (Webex) services**
In addition customers who have Foursys System Support Agreements are entitled to have remote access technical support or services. A secure Webex link can be set up at shorter notice than an onsite visit to resolve an issue or assist with configuration.

These services are available:

- **Health Check** (see separate datasheet)
This is available for all Sophos, Websense, MIMESweeper and Microsoft ISA software and appliance products. Systems are checked against best practice and vendor recommendations, issues are investigated and a written report provided with advice on corrective actions.
- **Installation/Upgrade**
Customers can take advantage of Foursys engineers experience of installing products at many sites throughout the UK. All such work is covered by the Foursys Professional Services Guarantee.

Foursys Professional Services Guarantee

If you are not satisfied, or if circumstances outside our control prevent the services work being completed, then a Foursys engineer will return at no extra charge to complete the work required or the cost of the work will be refunded.

Foursys professional services and training courses are provided by certified engineers with practical experience in the products involved.

- **Enhanced Telephone Support** (see Support Agreements datasheet)
This is available for Sophos Endpoint and Email, Websense Web, MIMESweeper Email and Microsoft ISA server products and includes priority technical support with target response times and a discount on all professional services. An optional upgrade is available to include remote technical support by Webex.
- **System Support Agreement** (see Support Agreements datasheet)
There are 3 levels of System Support available – Silver, Gold and Platinum. These are available for Sophos Endpoint and Email, Sophos SafeGuard Encryption, Websense Web and Microsoft ISA server products and includes all the benefits of Enhanced Telephone Support plus additional services. Silver, Gold or Platinum Agreements include an Onsite Day or Days which can be used for Health Check or Product Upgrade. Gold or Platinum Agreements include a Training Course on the product covered. Gold or Platinum Agreement customers also have the option of exchanging 2 days onsite for a Security/Penetration Test. These additional services are all included at discounted rates.
- **Training Courses** (see separate datasheet)
1, 2 or 3 day Administration Courses are available for Sophos Endpoint, Sophos NAC Advanced, Websense Web Security and Microsoft ISA Server Standard/Enterprise. Courses can be on customer site or at our Cambridge training room.
- **Security/Penetration Tests** (see separate datasheet)
A thorough security check of Customers internal or external (Internet) facing computer systems, designed to assess these systems and ensure they are set up and operating correctly.

Foursys Ltd Specialists in Network Threat Protection
Stow Court Stow Road Quy Cambridge CB25 9AS

Tel(main): 01223 810910 Tel(technical): 01223 810911 Fax: 01223 810912 Email: sales@foursys.co.uk

Enhanced Support - Professional Services - Training

www.foursys.co.uk