



**Foursys**

# FOURSYS SERVICES MICROSOFT ISA SERVER

Foursys can offer Presales Technical Advice, Professional Services, Training Courses for administrators and post sale Enhanced Support.

## How do you use Microsoft ISA?

There are two main ways in which customers use Microsoft ISA:

- Microsoft ISA Server as a Web Proxy
- Microsoft ISA Server for VPN, Firewall or Server Publishing.

Microsoft ISA Server can also be used in various other configurations. All of these configurations are supported by Foursys.

- Microsoft ISA Server Standard or Enterprise Edition
- Multiple installations of Microsoft ISA Server Standard or Enterprise Edition where a Load Balancer is utilised
- Microsoft ISA Server with AntiVirus software supported by Foursys
- Microsoft ISA Server with Websense Web Security software supported by Foursys
- Microsoft ISA Server on a Celestix Web Appliance hardware platform.

### 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.

## What does Foursys provide?

### Presale Technical Advice

If you are not sure then get advice from our sales or technical staff. Foursys is an experienced provider of Microsoft ISA services in the UK. We will advise the most suitable version of ISA Server, security software or hardware platform for your needs and estimate the technical resources you may need for a pilot or roll-out. If you need any assistance from Foursys then we can provide Professional Services, a Microsoft ISA Training Course or post sale Foursys Enhanced Support.

### Professional Services – onsite or by remote Webex

Foursys engineers will provide Professional Services to customers for Microsoft ISA. Onsite services can be a Health Check where the configuration is not only checked against best practice but issues are investigated and a written report provided with advice on corrective actions. Or you can take advantage of our engineers' experience of installing and upgrading products at many sites throughout the UK. Onsite services are at the same day rate for all customers in mainland UK and include expenses, so we do not penalise our more remote customers. Out of hours and weekend working are available at extra cost. Remote Webex can be quicker and easier to set up than an onsite visit. Webex technical support is provided free to all Foursys Enhanced Support customers.

### Training Courses for Microsoft ISA 2006 Administrators

Foursys can provide a 3 day Microsoft ISA 2006 Training Course for those who want a thorough grounding in the product. Foursys training courses can be on customer site (and so possibly allow you to train more people at less cost) or at our Cambridge training room. Courses are designed for a maximum of 4 delegates so this means that users receive more individual attention. We focus on what administrators need to know with real life labs on configuration and troubleshooting. Courses can also be tailored to meet the needs of your organisation so that less important areas are covered as an overview only or not included.

### Enhanced Support for Microsoft ISA

See over for more information on what we provide to our Enhanced Support customers.

**Foursys can provide these services directly or in conjunction with your existing Microsoft reseller.**

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Enhanced Support - Professional Services - Training

[www.foursys.co.uk](http://www.foursys.co.uk)

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## Enhanced Support for Microsoft ISA

Standard vendor support is included in many Microsoft licences. However, many organisations require a higher level of technical support and services than is available as standard. In addition if you are using Microsoft ISA with Websense or Celestix Appliances or Kaspersky AV then a single point of contact can help to resolve issues. Foursys **Enhanced Support** can help with priority technical support, target response times based on the severity of the issue and remote Webex support. And in the case of our **Enhanced Support Plus** package we include an administrator training course for 2 people and an onsite Health Check/Upgrade day with a detailed report.

## How much does it cost?

The costs of both Enhanced Support and Enhanced Support Plus are based on the size of site subject to a minimum value and are available on a cost effective basis to small, medium and large organisations.

Key Features	Vendor Standard Support	Foursys Enhanced Support	Foursys Enhanced Support Plus
Software Updates	✓	✓	✓
Maintenance Upgrades	✓	✓	✓
Standard Technical Support	✓	✓	✓
Priority Technical Support		✓	✓
Target Response Times (see table below)		✓	✓
Remote Technical Support (Webex)		✓	✓
Discount on all Services/Training		✓	✓
1 day onsite Health Check/Upgrade			✓
Training Course for 2 people (see *1)			✓

\*1 Training course assumes a Cambridge based course but onsite training is available for the difference in price, e.g. extra £1250 if 2 people are to be trained onsite.

Target Response Time	Vendor Standard Support	Foursys Enhanced Support or Enhanced Support Plus
Critical - total service failure	Best efforts	Within 1 hour
High - failure of one or more functions making use of system difficult	Best efforts	Within 2 hours
Medium - failure of non critical function having no significant effect	Best efforts	Within 24 hours
Low - requests for information	Best efforts	Within 24 hours

Training Course	4 persons	3 persons	2 persons	1 person
<b>3 day Microsoft ISA 2006</b>				
Training at Foursys Cambridge	£2800	£2600	£2000	£1800
Training on customer site	£4000	£3750	£3250	£3000

Training prices assume customer has Foursys Enhanced Support. See also separate Training Course Schedules for more information on course content. Subject to Foursys Terms and Conditions. Prices exclusive of VAT.