



FOURSYS SERVICES SOPHOS ENTERPRISE

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

What does Sophos provide?

These are 3 Sophos Security and Control products:

- **Endpoint** – this covers antivirus, adware, spyware, intrusion prevention, application control, network access control and data device control. Future enhancements are planned such as encryption, DLP and information content control.
- **Email** – this covers antivirus, antispam, file and content control. Platforms included in the one licence cover all major types of email server (Exchange, Lotus, UNIX), email SMTP gateways, SAVI for use with third party products and Sophos Email Appliance software.
- **Web** – this covers SAVI for use with third party products and Sophos Web Appliance software.

You can buy just one product or benefit from significant discounts by licensing 2 or all 3 products. The only extra cost is for Email or Web Appliance hardware.

Foursys and Sophos

Foursys was the very first Sophos Certified Partner in the UK in 1999 and has been the largest Sophos Partner in the UK since 2004. We have considerable expertise in deploying Sophos products and ensuring that they are used most effectively. In 2008 Foursys was recognized by Sophos as their UK Partner of the Year for the 7th year in a row in recognition of our technical skills and ability to help customers with the use of their products. We have over 700 Sophos customers with over 800,000 licensed users throughout the UK in sectors such as Government, Healthcare, Education, Corporate and Charity.

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 of what product to use or how to deploy it, then you can get advice from our sales or technical staff. We will advise you based on your particular requirements, possibly comparing the Sophos solution with alternatives, so that you can decide which is best for you.

Professional Services – onsite or by remote Webex

Foursys engineers will provide Professional Services to customers for Sophos Endpoint (including integrated NAC), Email and Web. 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 Sophos Endpoint Administrators

Foursys can provide a 2 day Sophos Endpoint 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 Sophos Endpoint and Email

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 Sophos reseller.

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Enhanced Support - Professional Services - Training

www.foursys.co.uk



Enhanced Support for Sophos Endpoint and Email

Standard Sophos support is included in all Sophos licences. However, many organisations require a higher level of technical support and services than is available as standard. 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 a percentage of the licence price subject to a minimum value and are available on a cost effective basis to small, medium and large organisations. Customers can upgrade in the middle of a licence on a pro rata basis, so if you have 2 years left on a 3 year Sophos licence you only pay 2/3 of the Enhanced Support cost.

Key Features	Sophos 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)		✓	✓
Free Admin tools included (see *1)		✓	✓
Free AV removal tool included (see *1)		✓	✓
Discount on all Services/Training		✓	✓
1 day onsite Health Check/Upgrade			✓
Training Course for 2 people (see *2)			✓

*1 Admin tools included with support are Sophos Client Cleaner, Sophos Alert Cleaner and AV Removal.

*2 Training course assumes a Cambridge based course but onsite training is available for the difference in price, e.g. extra £650 if 2 people are to be trained onsite.

Target Response Time	Sophos 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
2 day Sophos Endpoint				
Training at Foursys Cambridge	£2000	£1800	£1600	£1200
Training on customer site	£2750	£2500	£2250	£2000

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.