



Foursys

FOURSYS SERVICES SOPHOS NAC ADVANCED

Foursys can offer presale technical advice, Professional Services, Training Courses for administrators and post sale Enhanced Support.

Why use Sophos NAC?

Because you want to prevent security issues by assessing and controlling all managed and unmanaged computers. Sophos NAC software will enable you to:

- Detect and fix managed endpoint vulnerabilities
- Ensure that any guest computers match your security requirements before they access your network
- Prevent any unauthorized computers from accessing the network.

Which Sophos NAC – Endpoint or Advanced?

Choose how much control you want:

- Endpoint NAC gives you fundamental control of the security status of managed and unmanaged computers. It is typically intended for small/medium size networks
- Advanced NAC gives you greater control through more sophisticated policy definitions, and advanced reporting capabilities. It can be used for all sizes of networks and for more complex networks. Endpoint users receive a significant discount when upgrading to Advanced NAC.

Foursys and Sophos

Foursys has been the largest Sophos Partner in the UK since 2004. We have over 700 Sophos customers with over 800,000 licensed users throughout the UK in sectors such as Government, Healthcare, Education and Corporate. Foursys has considerable expertise in deploying Sophos products including NAC Advanced and was the first company in the UK to deploy NAC Advanced in Enforcement Mode, that is, a fully operational site.

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 Endpoint and Advanced NAC solutions with each other, 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 NAC. 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 NAC Administrators

Foursys can provide a 2 day Sophos NAC 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.

Enhanced Support for Sophos NAC Advanced

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.

Foursys Ltd Specialists in Network Threat Protection

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Enhanced Support - Professional Services - Training

www.foursys.co.uk

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Enhanced Support for Sophos NAC Advanced

Standard vendor 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 response, 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)		✓	✓
Named technical contacts for installation/support		✓	✓
Free off-site backup of NAC configuration		✓	✓
Emergency Onsite Assistance (see *1)		✓	✓
Discount on all Services/Training		✓	✓
Training Course for 2 people (see *2)			✓

*1 Emergency site visit may incur additional cost.

*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 NAC Advanced				
Training at Foursys Cambridge	£2000	£1800	£1600	£1200
Training on customer site	£2750	£2500	£2250	£2000

Training prices assume customer has Foursys Enhanced Support. Subject to Foursys Terms and Conditions. Prices exclusive of VAT.