



FOURSIS SUPPORT AGREEMENTS

Many organisations require a higher level of Technical Support and Services than is available as standard from the vendor. **Foursys Enhanced and System Support Agreements** provide the solution.

Foursys provides three levels of support – each offering a higher level of service to the customer.

1. ENHANCED TELEPHONE SUPPORT AGREEMENTS include:

- **Priority Telephone Support**
When there is a software problem, customers need an immediate response. Foursys does not use a call centre for support so Priority Telephone Support means customers will reach an engineer with minimal delay.
- **Target Response Times**
Problems are worked on within agreed timescales, depending on the severity of the issue.
- **Discount on all Professional Services**
Including Training, Installation, Health Check and Emergency Onsite Assistance.
- **Option to add Remote Support**
Upon the request of a customer, Foursys will remotely access the customers network, typically by Webex, to solve issues or check an existing configuration. This is an extra cost option for Enhanced Telephone Support customers, and included as standard for all System Support customers.

2. SYSTEM SUPPORT AGREEMENTS offer all the benefits of Enhanced Telephone Support and also include:

- **Remote Technical Support**
Upon the request of a customer, Foursys will remotely access the customers network, typically by Webex, to solve issues or check an existing configuration. Access can be full or restricted and at all times the customer

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.

can be aware of any changes that are being made.

- **Onsite Day for Health Check or Upgrade**
A Certified Foursys Engineer can provide onsite consultancy, typically to perform a security health check (a review of the existing installation in accordance with best practice) or to assist a customer with upgrading their security solution. Silver System Support includes 1 day a year, Gold System Support 2 days a year and Platinum System Support 4 days a year.
- **Security/Penetration Test (alternative for Onsite Days)**
Customers with Gold or Platinum Support Agreements can exchange the 2 days onsite for a 2 day Security/ Penetration Test including a written report with prioritised recommendations. The Security Test will include a written report with recommendations on corrective actions to improve internal or external security.
- **Fast Track Training Course**
A Fast Track Training Course for the product covered is included with Gold System Support (2 people on a Cambridge-based course) and Platinum System Support (4 people on a course based on the customer site). Customers can increase the number of delegates, choose to hold the course onsite or exchange a training course for an onsite day for the difference in cost.
- **Free Tools Included**
Administrator tools are provided for many products. These are unique to Foursys having been developed and are supported by Foursys engineers. Admin tools included with Sophos support are Endpoint Client Cleaner, Alert Cleaner, Autoscan on Logoff and AV Removal.

3. COMPLETE SOLUTION SUPPORT AGREEMENT

The highest level of Foursys Support Agreement is customised for each customer to include remote maintenance and management of the system and alerts with policy management as agreed with the customer. In effect Foursys manages the system for the customer as a service. Please see separate datasheet for **Complete Solution Support**.



About Foursys Support

Enhanced Telephone Support and System Support Agreements are available to all customers (even if Foursys has not supplied the product covered).

Customers who decide to use Foursys Support, can be confident that they are using the services of one of the UK's top information security companies. Foursys has over 15 years experience, 800 customers and 2 million licensed users protected by the products it has supplied.

Products covered
(separate agreement required
for each product)

- Sophos Endpoint and Email
- Websense Web Security
- Microsoft ISA Server

* Enhanced Telephone Support includes ISA Standard support as a Web Proxy only, Silver System support is needed to support all ISA Standard functions and Gold/Platinum Support is needed if ISA Enterprise is used.

TARGET RESPONSE TIMES	Vendor Standard Telephone Support	Foursys Enhanced Telephone or System Support
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

FOURSIS SUPPORT AGREEMENTS	Enhanced Telephone Support	Silver System Support	Gold System Support	Platinum System Support	Complete Solution Support
Foursys Support Agreement available	✓	✓	✓	✓	✓
Priority Technical Support (9-5, Mon-Fri)	✓	✓	✓	✓	✓
Target Response Times	✓	✓	✓	✓	✓
Discount on Services/Training	✓	✓	✓	✓	✓
Remote Technical Support		✓	✓	✓	✓
Free administrator tools		✓	✓	✓	✓
Onsite Day(s) for Health Check or System Upgrade with report		✓	✓	✓	✓
Number of Onsite Days included		1 day	2 days	4 days	4 days +
Security/Penetration Test Option (replace 2 onsite days with Security Test)			✓	✓	✓
Fast Track Training Course on product			✓	✓	✓
Number of training places included and location			2 in Cambridge	4 onsite	4+ onsite
Customised support agreement					✓
Remote maintenance and management of system and alerts					✓
Policy management included					✓