



**Foursys**

# FOURSYS SERVICES MIMESWEEPER EMAIL

## Foursys can offer Presales Technical Advice, Professional Services and post sale Enhanced Telephone Support

### What does Clearswift provide?

These MIMESweeper products are available:

- **Email Software** - MIMESweeper SMTP and EXCHANGE manager software provide email content security for the SMTP gateway and internal Microsoft Exchange servers. This software is used at thousands of UK customers.
- **Email and Web Appliances** – the entry level Clearswift appliances are used by sites with 50-500 users and the Enterprise Appliance is used for all sites with 500 or more users. MIMESweeper software users who want to move to an appliance receive a 50% licence rebate and 100% rebate for any unused maintenance. Most users prefer an Appliance because the interface is simpler, it is more secure and stable (since the appliance uses a Unix platform not Windows) and it includes AntiVirus/AntiSpyware software as standard.

### Foursys and Clearswift

Foursys has been working with Clearswift since 1999 as a Solution Provider, the highest level of accreditation available. We have considerable expertise in deploying MIMESweeper products and ensuring that they are used most effectively.

We have over 300 Clearswift customers with over 350,000 licensed users throughout the UK in sectors such as Government, Healthcare, Education, Corporate and Charity.

### Presale Technical Advice

If you are not sure which 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 MIMESweeper solution with alternatives with which we are familiar so that you can make a judgement on the best approach.

If you need any assistance then we can provide Professional Services, both onsite or by Webex remote session or Enhanced Support (see next page).

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

### 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.

**Foursys Ltd** Specialists in Network Threat Protection

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Enhanced Support - Professional Services - Training

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

V5.0-05/09



## Professional Services for MIMESweeper Email

Foursys engineers will provide Professional Services to customers for the MIMESweeper Email Software and Appliance products in use. Professional services are available onsite or by remote Webex.

- Onsite services are at the same day rate for all customers in the UK and Ireland 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 support is provided free to all Foursys Enhanced Support customers.

These services are available:

- Health Check – MIMESweeper configuration is checked against best practice, issues are investigated and a written report provided with advice on corrective actions.
- Installation/Upgrade – you can take advantage of our engineers’ experience of installing products at many sites throughout the UK. All such work is covered by the Foursys Professional Services Guarantee.

## Enhanced Support for MIMESweeper Email

Many organisations require a higher level of technical support and services than is available as standard for Email Software or Appliances. Foursys Enhanced Support can help

Foursys Enhanced Support offers a range of benefits to meet the needs of customers including:

- Priority Telephone Support means customers reach an engineer with minimal delay
- Target Response Times are based on the severity of the issue
- Remote Technical Support, typically by Webex to solve issues or check a configuration. At all times the customer can be aware of any changes that are being made by the Foursys engineer. Remote access can be controlled by the customer.
- Discount off all Professional Services

Key Features	Foursys Enhanced Support
Software Updates	✓
Maintenance Upgrades	✓
Priority Technical Support (9-5, Mon-Fri)	✓
Target Response Times (see table below)	✓
Remote Technical Support (Webex)	✓
Discount on Professional Services	✓

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