



Foursys

FOURSYS SERVICES SOPHOS SECURITY

Foursys can offer presale technical advice, Professional Services, Training Courses for administrators, Enhanced Telephone Support and System Support Agreements.

What does Sophos provide?

These are the Sophos Security, Control and Data Protection products:

- **Endpoint** – this covers antivirus, adware, spyware, intrusion prevention, application control, network access control and data device control. Future enhancements will be 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.
- **Encryption** – additions have been made to Endpoint to include device encryption (Endpoint Security and Data Protection) and to Email to include email encryption (Email Security and Data Protection). The SafeGuard Enterprise range provides high level data protection for devices, removable media and email traffic.
- **NAC** – Network Access Control is included in Endpoint, but Advanced NAC is a separate product that gives greater control through advanced policy and reporting capabilities.

You can buy just one product or benefit from significant discounts by licensing 2 or more products.

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 and Sophos

Foursys was the very first Sophos Certified Partner in the UK in 1999 and has been the largest Sophos Partner in Europe since 2004. We have considerable expertise in deploying Sophos products and ensuring that they are used most effectively. 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.

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

Foursys engineers will provide Professional Services to customers for Sophos Endpoint, Email, Web, Encryption and NAC products. 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 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. Alternatively, a remote Webex session can be quicker and easier to set up than an onsite visit.

Training Courses for Sophos Endpoint Administrators

For those who want a thorough grounding in the product Foursys can provide a 2 day Sophos Endpoint Training Course or a Fast Track 1 day course. Foursys training courses can be on customer site (and so allow you possibly to train more people at less cost) or in Cambridge. 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.

Foursys Ltd Specialists in Network Threat Protection

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Enhanced Support - Professional Services - Training

www.foursys.co.uk



Foursys Support – Sophos Endpoint and Email

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.

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 FOR SOPHOS ENDPOINT	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 written 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 - Sophos Endpoint			✓	✓	✓
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					✓