



Service Assurance

Service Assurance - Sonicwall MSSP



Our Managed Services are designed to ensure maximum system reliability.

SYNERGY SONICWALL MANAGED SECURITY SERVICE PROGRAM

Synergy embodies our superior event management, problem determination, system restoration, state of the art hardware as well as firmware support services with 24x7 monitoring to insure secure firewall functionality and reliability. This service also includes leasing of the appropriate firewall. SonicWall Managed Security Service Program provides 24x7 monitoring of the selected Sonicwall firewall, hot spare replacement, monthly security emails, as well as, firmware upgrades when available.

COVERAGE:

Synergy provides regional and national coverage for many of our business partners, servicing thousands of critical LAN/WAN and Firewall solutions. Please consult a Synergy Account Representative for specific coverage requirements.

REQUIREMENT:

SonicWall Managed Security Service Program contracts are for three years, and can be invoiced yearly or in full at contract signing

SYNERGY PRIORITY ONSITE SONICWALL MANAGED SECURITY SERVICES INCLUDES::

Synergy will provide maintenance support and 24x7 monitoring for unit hardware:

- SonicWall firewall hardware
- Firmware upgrade support
- Configuration Restoration
- Administrative Technical Support
- 30-min phone response
- 4-hour onsite response
- Monthly emails on security related activities



OUR VALUE

Synergy distinctively manages a service event from call to completion. There are no hand offs. We are the go-to people in our marketplace and we respond to real-time problems with real-time solutions. Synergy is the front line bringing together varied customer needs, technologies and support options - providing Managed Solutions. As a premier partner with vendors and distributors, Synergy is entitled to

Bottom line, the end-user customer experience is our ultimate criteria. Our Priority Onsite Support Services provide experienced certified critical system support. Real-time response for real-time needs.

Buffalo

275 Northpointe Parkway
Amherst, New York 14228

Sales (716) 250-3940
Fax (716) 691-3876
Service (888) 999-6927

Rochester

1100 Pittsford Victor Road
Pittsford, New York 14534

Sales (585) 381-4120
Fax (585) 264-6020
Service (585) 381-4121

Syracuse / Albany

106 Metropolitan Drive
Liverpool, New York 13088

Sales (315) 457-4444
Fax (315) 457-6075
Service (888) 999-6927





Service Assurance

Service Assurance - Sonicwall MSSP

various technical support services and hardware service solutions. Our value add to customers is reduced cost, quicker response, an all-in-one support center, and the ability to turn telephone support into rapid onsite response.



SYNERGY PRIORITY ONSITE SONICWALL MANAGED SECURITY SERVICES PROGRAM

System Hardware

The MSSP contract includes the lease of the firewall device for 3 years. Maintenance services include all hardware failures associated with the SonicWall device.

Firmware and Software Support

Maintenance includes upgrading firmware when available and according to unit entitlement and as part of maintenance event or manufacturers recommendation. Maintenance for events resulting from software failures are included with Synergy Sonicwall Managed Security Program. .

Remote Monitoring

SonicWall Managed Security Service includes 24x7 monitoring of the SonicWall device via SonicWall Global Management Service.

Firewall Administration

Synergy extends our SonicWall Managed Security Service to include day to day administration of the firewall. Also included is restoration of system configuration using stored configuration information. Service also includes requested firewall adds, moves, or changes.

30-min phone response

Synergy technical support personnel are readily available to provide needed assistance and event management. Extended Coverage (24x7x365) receives the same 30-min response.

4-hour onsite response

Large enough to deliver, Synergy provides unmatched onsite response in our marketplace. Staffed with dedicated support personnel Synergy has the most experienced, highest certified, and best qualified field team responding rapidly and resolving efficiently client service events.

Large enough to deliver... Small enough to care



Buffalo

275 Northpointe Parkway
Amherst, New York 14228

Sales (716) 250-3940
Fax (716) 691-3876
Service (888) 999-6927

Rochester

1100 Pittsford Victor Road
Pittsford, New York 14534

Sales (585) 381-4120
Fax (585) 264-6020
Service (585) 381-4121

Syracuse / Albany

106 Metropolitan Drive
Liverpool, New York 13088

Sales (315) 457-4444
Fax (315) 457-6075
Service (888) 999-6927