



Service Assurance

Service Assurance - Sonicwall Firewall



Our Priority Onsite Services are designed to ensure maximum system reliability.

These services are available for the full line of SonicWALL firewall devices

Synergy provides two response time plans for the firewall devices:

Standard Business Hours –

8am through 5pm, Monday through Friday, Holidays excluded.

Extended Support –

24 hours a day, Sunday through Saturday, 365 days per year, Holidays included.

COVERAGE:

Synergy provides regional and national coverage for many of our business partners, servicing hundreds of critical firewall devices. Please consult a Synergy Account Representative for specific coverage requirements.

REQUIREMENT:

Service Agreement may be purchased at any time for an initial 12 month period. For price stability 3-year agreements are recommended.

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.

Large enough to deliver... Small enough to care.

As one of the nation's largest independent service providers, Synergy offers expert support services designed to assist client IT staff with critical system support.

THE SYNERGY ADVANTAGE:

- Most experienced and certified technical staff (CCIEs, MCSEs, MCNEs, and CISSPs on staff)
- 7 Certified SonicWALL Security Administrators (CSSA)
- We know your systems – If built by Synergy, client critical information is readily accessible and our engineers can provide the best support.



SERVICE ASSURANCE:

Maintenance services include all hardware failures associated with the SonicWall device.

FIRMWARE AND SOFTWARE SUPPORT:

Maintenance includes upgrading firmware when available according to unit entitlement and only as part of a maintenance incident. Maintenance for events resulting from software failures are included with Synergy Priority Onsite. Firmware upgrades not necessitated by a maintenance event are not included in this service.



Buffalo

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Amherst, New York 14228

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Fax (716) 691-3876
Service (888) 999-6927

Rochester

1100 Pittsford Victor Road
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Sales (585) 381-4120
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106 Metropolitan Drive
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Sales (315) 457-4444
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PRIORITY ONSITE SONICWALL SUPPORT

SONICWALL HARDWARE:

Maintenance services include all Primary Manufacturers branded internal options in a single firewall device. Defective items will be repaired or replaced within 4 hours with a pre configured hot spare. Customer device will be repaired, reconfigured and returned

FIREWALL CONFIGURATION:

WNYCS will provide full configuration restoration using stored pre failure device configuration.. WNYCS will also provide problem determination in so far as it pertains to the unit under coverage.

30-MINUTE 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 on-site 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.

Services may take up to four weeks to fully implement.

OPTIONAL SERVICE:

Synergy SonicWALL Firewall Priority on Site Service is a powerful service product. However day to day management of the firewall is the responsibility of the customer.

Today, enterprises face increasing security challenges in their distributed networks, from security and virus attacks to enforcing security policies. As a distributed network grows and branches into multiple sub networks linked by the Internet, so does the complexity of managing security appliances, security policies, and updates. A single flaw in security implementation at any point in the network can expose the entire infrastructure, allowing malicious access to important data and files with severe consequences.

Managing security for distributed networks on a site-by-site basis is time consuming, expensive, and unreliable, putting a big strain on already limited resources.

Synergy offers an optional outsourced Managed Service for the SonicWALL firewall called Synergy SonicWALL Global Management Service.

This service provides the following features

- Remote Secure Management of the firewall device.
- Managed VPN Services
- Customized Reporting
- Active-Network Monitoring
- 24x7 remote monitoring of firewall device
- Firmware and signature upgrades

This optional service must be purchased in conjunction with the SonicWALL Firewall Service Assurance.



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