

Support Services

Your firewall can only be as secure as its configuration.

You've chosen the correct security solution for your network, now make sure you have the support you need to ensure your device is correctly deployed and continues to deliver the best security.

Our services allow you to maintain control of your security by selecting and purchasing the most appropriate appliance in the most cost effective way and then taking advantage of some of the best WatchGuard support available.

You can enjoy the highest level of security without having to invest in a fully managed security solution or security staff.



Plus, our **Solution Packs** allow you to 'tap into' this support resource even if you decide to support and install your appliance yourself.

SOLUTION PACKS

NetThreat's Solution Packs help customers with support and management of their device when they need it the most. **Health Check | DPI-SSL Deployment | Appliance Upgrades.** Read on for more information.

Packages

LITE

Includes named Engineer, 1 hour support, Onboarding Status Report

The entry level support pack and the minimum we would recommend, our Lite service is suitable for those who do not require regular support but allows you to maintain access to UK based qualified engineers who know your network. Includes 1 hour of 8x5 telephone support per month (rolls over up to 12 months), cover for a single unit (or pair of appliances), onboarding security status report and assistance with / information about fireware updates.

STANDARD

Includes Unlimited Master Engineer Access, Annual Status Check, 5% OFF YOUR RENEWAL COSTS

Our most popular service extends the Lite pack to include an **unlimited number of hours** a month for up to 3 appliances, qualified engineers deliver the service, annual security status reports and managed fireware updates are included. Customers can also take advantage of **5% off renewal of units** covered by the service.

COMPLETE

Proactive Support with 24x7 cover for unlimited units, 5% OFF YOUR RENEWAL COSTS

Our Complete support service delivers peace of mind for organisations covering your single or entire estate of WatchGuard appliances. Our Master Engineers know your network, advise on updates / configuration changes, train you or your staff and regularly check configuration to ensure your product delivers the highest level of security.

	VENDOR ONLY	LITE SUPPORT	STANDARD SUPPORT	COMPLETE SUPPORT
INFORMATION				
Description	Break-fix support from WatchGuard	UK based support from WatchGuard	Unlimited from our Expert Engineers	Complete support for Unlimited units
Provided by	WatchGuard	NetThreat	NetThreat	NetThreat
Type	Reactive	Reactive	Reactive / Scheduled	Scheduled / Proactive
TESTING / TRAINING SOLUTIONS				
Hours Included	Unlimited	1 Hour	Unlimited	Unlimited
Cover Type	24 x 7	8 x 5	8 x 5	8 x 5 or 24 x 7
Scheduled out-of-hours	N/A	£200 / hour	£150 / hour	Included
Vendor Support (communication if needed with WatchGuard support)	N/A	Customer	Customer	NetThreat
Units Covered	N/A	1	<3	Unlimited
Service (level of engineer delivering service)	WatchGuard Engineer	NetThreat Certified Engineer	NetThreat Expert Engineer	NetThreat Expert Engineer
Firmware Updates	Customer	NetThreat Assisted	NetThreat	NetThreat
SECURITY SERVICES DISCOUNT				
Discounted pricing for renewals	0%	0%	5% OFF	5% OFF
PRICING				
T Series	Dependent on device	£50 - £150*	£100 - £250*	£POA
M Series				£POA

Free Phishing Test

uSecure Free Training and Phishing

Correctly configured security solutions are undermined by staff errors and social engineering every day. Phishing, ransomware and identity fraud have become standard in a cyber criminal's toolbox. Every customer taking NetThreat support services or solutions can take advantage of free phishing testing and training for all their staff.

** Prior to confirming pricing for your deployment we request that you have a conversation with our engineers so that we can ensure you are getting the level of cover you need at the right price!*

Solutions

NetThreat Solution Packs

Many of our customers maintain the security of their network by managing their appliance themselves, often with the Lite support pack in place. When something new or more complex / involved comes along our Solution Packs are ideal to get the help you need. Whether it is an annual Health Check of your configuration, assistance with configuring a new generation replacement appliance or help with deploying remote access these are the options you need when it's best to **just get an expert to do it!**

Popular Options

Check out the current range at: <https://www.watchguardonline.co.uk/netthreat-recommends/solutions.html>

Health Check from £200.00

Your firewall is only as secure as its configuration. A one off 2 hour session checking settings and security on your appliance, results in a health status report.

- Checking self-deployed units correctly configured
- Old / unknown configurations / appliances
- Annual security checks

Total Deployment from £600.00

Ensure the secure configuration of your new security device by letting our Expert Engineers do it for you, delivers a complete deployment solution.

- Deployment planning / consultation
- Pre and post-deployment configuration
- Post-deployment housekeeping

Upgrade Deployment from £300.00

If you're replacing your old WatchGuard with one from the latest generation of devices, let us check your existing settings and import them into your device before it ships.

- Existing unit settings check
- Settings Export / Conversion
- Import into new appliance