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

BREAK-FIX

Emergency Cover including up to 4 cases per year
Our entry level support package which is included in our NT monthly appliances includes reactive support for up to 4 cases per year. If things go wrong or you need help with configuration changes an expert engineer is available to assist with your requirements. Cases can be raised via an online form or by email within 24 hours to assist.

BASIC

Includes 1 hour support and onboarding
Our Basic service is suitable for those who do not require regular assistance but need telephone access on demand to UK based qualified engineers who know your network. We include 1 hour of 8x5 telephone support per month (rolls over up to 3 months), cover for a single unit (or pair of appliances) and an 8hr BE response time.

STANDARD

Active support with unlimited cover for up to 3 pairs of devices PLUS DISCOUNTED DEPLOYMENT SERVICES
Our Standard support service delivers peace of mind for organisations with unlimited phone and teams based support covering up to 3 pairs of WatchGuard appliances. Our Master Engineers know your network, advise on updates / configuration changes, and regularly check configuration to ensure your product delivers the highest level of security.

	BREAK-FIX	BASIC	STANDARD	ADVANCED
INFORMATION				
Description	Emergency backup for your team	UK based support from NetThreat	Unlimited support for up to 3 devices	COMING SOON
Type	Reactive	Reactive	Active	Proactive
Method(s)	Form / Email	+Telephone	+Teams	All
COVERAGE				
Hours / Cases Included	4 cases / year	1 Hour / month[1]	Unlimited	Unlimited
Units Covered	1	1	<3	Unlimited
8x5 Support	YES	YES	YES	YES
Scheduled Out-of-hours	£200 / hour	£100 / hour	£100 / hour	Included
Best Endeavours Response Time	24hr	8hr	4hr	2hr
Roll Over Hours	N/A	Up to 3 Hours	N/A	N/A
SERVICES				
Onboarding	NO	YES	YES	YES
Dedicated Engineer	NO	NO	YES	YES
Briefing Call	NO	NO	Quarterly	Monthly
Firmware Updates	Customer	Customer	NetThreat	NetThreat
Huntress MDR 24x7 SOC	NO	OPTION	COMING SOON	COMING SOON
PRICING (per month excluding VAT)				
NV5 / T25	£40 or Included[2]	£100 or £50[2]	£200/ £100[2]	COMING SOON
T45 / T85			£250 or £150[2]	
M290 / M390			£300 or £200[2]	
M590 / M690			£450 or £300[2]	
Options (one off excluding VAT)				
Unit Deployment	From £300[3]	From £300[3]	From £150[3]	INCLUDED

[1]Additional hours charged at £50/hour
[2]Discounted price when added to monthly appliance
[3]Per device, talk to us about discounts for multi-site

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

Authpoint Deployment from £200.00

Secure your business with our expert deployment of WatchGuard AuthPoint - seamless multi-factor authentication (MFA) for enhanced protection against cyber threats..

- Seamless Deployment and Configuration
- Pre and post-deployment consultation
- Integration with existing systems