

supporting your investment in Sophos





supporting your investment in Sophos

SPAM AND MALWARE ARE INCREASING IN COMPLEXITY AND THE KNOWLEDGE NEEDED TO COMBAT THEM IS AS IMPORTANT AS YOUR SECURITY TECHNOLOGY.

At Sophos our support services have the same priority as our technological innovations. To us, support is not just about providing updates or helping with installations. It is about sharing our expertise to give you the very best protection we can.

Our team is trained in Sophos solutions and third-party technologies. Whenever you contact Sophos Global Support Services you are speaking to a fully trained Sophos employee – not a call taker based in an overseas call center.

Sophos Global Support Services is an in-house team of experts and provides three services: Sophos Technical Support, Sophos Professional Services and Sophos Technical Training.

Sophos Global Support Services operates 24/7 from a network of offices around the world.

SOPHOS
GLOBAL
SUPPORT
SERVICES

- » Delivering help in your local language
- » Operating from a worldwide network of support centers
- » Providing help by phone, web, email or onsite
- » Delivering help directly through in-house Sophos experts
- » Providing one support phone number for all queries

Technical Support

Professional Services

Technical Training

WWW.SOPHOS.COM/GLOBALSUPPORT

Sophos Technical Support

providing help 24/7

SOPHOS TECHNICAL SUPPORT PROVIDES THREE LEVELS OF SERVICE: STANDARD SUPPORT, PREMIUM SUPPORT AND PLATINUM SUPPORT.

Standard Support is available around the clock, every day of the year and is included at no extra cost in all subscription licenses. For perpetual licenses, Standard Support must be purchased separately. Premium and Platinum Support are available for an additional fee, based on your license cost, and provide penalty-backed service level agreements.

It is the specialists from Sophos Technical Support who are on hand when you configure and install your Sophos solution. They can advise you on our ongoing program of updates and have the skills and tools to help resolve any issue you face.

We are a member of TSANet (www.tsanet.org), the worldwide vendor-neutral support alliance. This means that we can work directly with other vendors to help solve problems that involve their technologies.

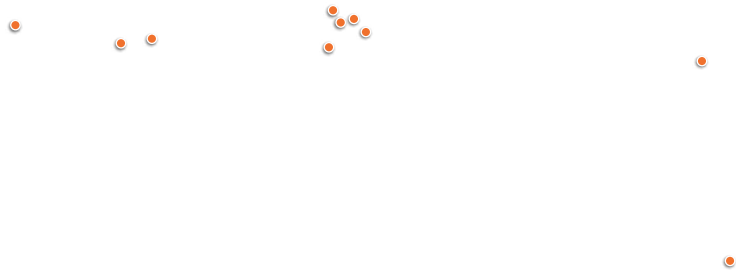
TECHNICAL SUPPORT
IS WHERE SOPHOS
REALLY SHINES.



Mike Shimandle,
Sprenger Enterprises Inc.

SOPHOS
TECHNICAL
SUPPORT

- » Delivering help 24x7x365 via phone, web or email
- » Providing assistance in your language
- » Working with other vendors on cross-platform issues



SOPHOS HAS SUPPORT CENTERS IN AUSTRALIA, CANADA, FRANCE, GERMANY, ITALY, JAPAN, SPAIN, UK, AND USA.

SOPHOS TECHNICAL SUPPORT

Key features	Standard	Premium	Platinum
Software downloads	✓	✓	✓
Software updates and maintenance	✓	✓	✓
24/7 support	✓	✓	✓
Web-based support	✓	✓	✓
Unlimited helpdesk access	✓	✓	✓
Access to Sophos support knowledgebase	✓	✓	✓
Support news and IDE alerts	✓	✓	✓
Basic incident handling	✓	✓	✓
Proactive product information	✓	✓	✓
Defined service levels with Support Credits*		✓	✓
Priority incident handling		✓	✓
Priority virus sample handling		✓	✓
Remote system support		✓	✓
Subscription to Sophos ZombieAlert™ and Sophos WebAlert		✓	✓
Remote consulting services (4 hours included per contract)		✓	✓
Periodic support usage reports		✓	✓
Named technical support account manager			✓
Escalated incident handling			✓
Proactive system support			✓
Post-deployment best practices advice			✓
Emergency onsite support			✓
Customized support usage reports			✓

*For information on availability in your region, please contact your local Sophos office.



SOPHOS TECHNICAL
SUPPORT IS AVAILABLE
24x7x365



Sophos Professional Services

maximizing your return on investment

SOPHOS PROFESSIONAL SERVICES DELIVERS BEST PRACTICE IN IMPLEMENTATION, UPGRADE AND CONFIGURATION OF OUR SOLUTIONS

Our experts work with organizations around the world to optimize their Sophos endpoint, gateway and network access control solutions. They also ensure full integration into existing networks with minimal impact on system performance.

We offer standard implementation, upgrade and health check services, and can customize our packages to suit your exact needs.

Services can be delivered onsite or via remote access using the latest web collaboration technologies.



SOPHOS PROFESSIONAL SERVICES CAME PREPARED AND DELIVERED QUICKLY.



Dave Roback,
Hamilton College

STANDARD SERVICES

Sophos implementation

Ensures the optimal set-up and use of your Sophos solution and includes help with installation, training, best practice, skills transfer, and removal of legacy software.

Sophos upgrade

Guarantees a smooth transition to Sophos product upgrades, minimal system disruption and maximum system optimization.

Sophos health check

Assesses how your Sophos solution and security policies are configured and where they can be improved, covering policy enforcement, outbreak management, and disaster recovery.

A man and a woman in business attire are looking at a computer monitor in an office setting. The man is wearing a light blue button-down shirt and is leaning over the desk, pointing at the screen. The woman is wearing a black blazer over a patterned top and is also looking at the screen. There are several computer monitors visible in the foreground, some of which are out of focus. The background is a plain, light-colored wall.

SOPHOS PROFESSIONAL
SERVICES HELPS
YOU OPTIMIZE YOUR
NETWORK SECURITY

Sophos Technical Training

sharing our knowledge with you

SOPHOS TECHNICAL TRAINING SPECIALISTS HAVE EXTENSIVE KNOWLEDGE OF HOW OUR PRODUCTS WORK AND A DETAILED UNDERSTANDING OF HOW TO SHARE THEIR EXPERTISE.

Sophos Technical Training transfers our knowledge and expertise to your staff, enabling you to maintain the highest levels of security across your IT infrastructure. It runs standard and tailor-made courses for end users and managers. Standard courses cover day-to-day security

issues such as dealing with infected computers, or more sophisticated procedures like managing product upgrades. Courses are available worldwide and can be run at your offices or from our own education facilities.

STANDARD TRAINING PACKAGES

- » Endpoint Security and Data Protection
- » Email Security and Data Protection
- » Web Security and Control
- » Sophos small business solutions
- » Threat protection

In addition, we run anti-virus workshops, and customized training is also available to match your specific requirements.



EXCELLENT LEARNING ENVIRONMENT. VERY INFORMATIVE AND INTERACTIVE.



Adrian Pattinson,
Charles Sturt University

SOPHOS
TECHNICAL
TRAINING

- » Transferring our knowledge and expertise to your staff
- » Customizing training to meet your exact needs
- » Training designed for all levels of staff



SOPHOS TECHNICAL
TRAINING SHARES OUR
SKILLS AND EXPERTISE
WITH YOUR STAFF

www.sophos.com/globalsupport

Boston, USA | Oxford, UK

© Copyright 2009. Sophos Plc. All rights reserved. All trademarks are the property of their respective owners.

br/090220