



Security made simple.

# Sophos XG Firewall Support Plans

## A simple approach to comprehensive support.

At Sophos, we understand that support needs to be comprehensive and aligned to the needs of your organization. We also believe it should be simple and easy to use—with a highly trained technical support representative available to you 24/7.

### Highlights

- ▶ 24/7 multi-channel support provided by Sophos
- ▶ Automatic software downloads and updates
- ▶ Advanced hardware replacement for as long as your support plan is active
- ▶ Comprehensive suite of services built to match your organizational needs
- ▶ Premium services that include personalized support
- ▶ Follow-the-sun delivery provides expert assistance when and where you need it

We're a member of **TSANet**, the worldwide vendor-neutral support alliance. This means we'll work directly with other vendors to help solve problems that involve their technologies.

### Sophos Support provides a variety of plans to meet your organization's needs

At Sophos, we build products that are simple yet comprehensive. We take the same approach with our support.

Choose from options ranging from basic technical support to packages with direct access to senior support engineers and customized delivery. Whatever your needs, Sophos has a plan to fit your organization.

We take a personalized approach to support—meaning you can choose the package and options that are right for you. You'll get help when installing, configuring and upgrading our products and resolving any technical issues.

### Personalized support designed for customers with critical needs

Choose our Enhanced Plus or Technical Account Manager (TAM) Support plan and you'll gain a number of other benefits as well. Additional features include direct access to senior technical resources, four hours of remote consulting, and a technical account manager overseeing all support activity.

### Protecting your investment with advanced RMA and extended warranty

We'll extend your Sophos XG hardware warranty for as long as you have a continuously active support plan. We also offer advanced RMA replacement for all support plan holders.

### Ensure your business operates at peak performance

A TAM is the right choice for those looking for proactive help. A TAM is your dedicated resource, your advocate in Sophos. Your account manager will have a comprehensive understanding of your environment and needs and will assist you with the coordination of all aspects of your Sophos Support.

Sophos has you covered—24 hours a day, 7 days a week.

## Sophos XG Firewall Support Plans

No matter which plan you choose, you will experience the highest level of customer service on the market. Our mission is to minimize business disruption, maximize protection, and increase the value of your investment with the appropriate level of customer support.

Support level	Enhanced	Enhanced Plus	TAM
24/7 multi-channel support	✓	✓	
Software downloads, updates, and maintenance	✓	✓	
Access to support knowledgebase and support forums	✓	✓	
Warranty	Warranty valid as long as support contract active (five-year EOL)	Warranty valid as long as support contract active (five-year EOL)	
Hardware replacement	Advanced	Advanced	
Remote assistance support	✓	✓	
Remote consulting		Four hours per contract	
Priority case and sample handling		✓	
VIP access to senior technical resources		✓	
Personal Technical Account Manager			✓
Front-of-the-line access to product information			✓
Personalized communications and alerts			✓
Performance and feature optimization			✓
Emergency onsite support			✓

"With Sophos' consistent 24/7 support, we know we can pick up the phone anytime and speak immediately to a knowledgeable expert."

Mike Rider, First Keystone Community Bank

Contact your Sophos authorized reseller to get further information and to purchase your plan today.

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