

The Remote Implementation Service for SonicWall Cloud Services is a deployment service (“Activity”) that deploys and integrates one of SonicWall’s Cloud-based solutions. The activity will be associated with one (1) of the following solutions: SonicWall Capture Client (CC), SonicWall Wireless Cloud Manager (WCM), SonicWall Network Security Manager (NSM) formerly known as Capture Security Center (CSC) or SonicWall Cloud Application Security (CAS). This Activity is typically implemented within 5-10 business days after the SonicWall Advanced Services Partner receives the completed implementation planning document(s). The Activities will be limited to those stated herein.

Overview

SonicWall Remote Implementation Services are delivered by SonicWall’s Advanced Services partners who have completed extensive training, certification and have demonstrated expertise in all aspects and products of SonicWall’s solution platform. Upon the completion of purchase and processing, the Advanced Services partner will begin the coordination of the Remote Implementation Service within five (5) business days. Upon completion of the Remote Implementation Service, the Advanced Services partner will continue to support the configuration for thirty (30) calendar days.

Activities

The planned Activities include the following and are limited to one solution per SKU:

Pre-Deployment Steps

- Review existing network topology and configuration
- Review solution intended use and compliance requirements
- Review customer’s SonicWall cloud solution availability

Capture Client

Configuration

- Configure up to 3 separate Security Policies in a single tenant
 - Identify Client/Endpoint profiles
 - Identify Threat Protection levels
 - Establish Web Content Filtering
- Establish up to 5 external device controls
- Establish Blacklist and Exclusions for application compatibility

Implementation

- Assist with Capture Client rollout to supported endpoint devices using customer provided Endpoint Management Software (up to 50 supported endpoints)
- Ensure proper acquisition of endpoints in Capture Client Cloud Management Portal
- Review Capture Client Analytics components and reporting

Wireless Cloud Manager

Configuration

- Configure up to 3 separate Network Policies in a single tenant
 - Define up to 3 SSIDs per policy
 - Configure applicable security policies and services per SSID
- Define Wireless Zones (Groups of Access Points)

Implementation

- Onboard SonicWall SonicWave access points (up to 5 access points)
- Apply defined Network Policies to access points
- Ensure client connectivity and security features are functioning appropriately

Network Security Manager

Configuration (This configuration does not provide configuration of individual devices)

- Configure up to 3 SonicWall appliances for Zero Touch acquisition or cloud management of preexisting devices
- Configure management, reporting and analytics interface if applicable

Implementation

- Acquire up to 3 SonicWall appliances and ensure proper management and configuration via SonicWall Cloud Portal
- Configure Daily/Weekly/Monthly Reports (up to 5 reports)
 - Provide basic training on generating reports
 - Provide Customer with Reporting features overview

Cloud Application Security

Configuration

- Activate Cloud Application Security for applicable business or enterprise level cloud subscriptions
- Configure user accounts and cloud subscriptions and appropriate permissions

Implementation

- Update mail flow via portal or Message Transfer Agent (MTA) for additional processing (if applicable)
- Ensure all applicable Software as a Service (SaaS) components have been added for monitoring and data evaluation

Installation for Each Solution

- Work with customer over the phone to complete the solution configuration
- Verify solution features are working correctly

SonicWall Remote Implementation Service – Cloud Services

- Verify Business Critical Applications are working correctly
- After testing is complete, provide customer with a backup of all settings
- Configurations will be completed during normal business hours 0800 – 1700 hours Monday – Friday Local Standard Time
- Service enablement should be during business hours to provide real time feedback on Critical Business Applications functionality

Post-Implementation for each solution

- 30 days of post-implementation support is included should the customer need technical support for the specific implementation (the installation and configuration of the product only).
- The customer should contact SonicWall Support for product-related issues.
- Additional implementation support or management services (beyond 30 days) may be available for purchase (additional fees may apply).

Scope, Prerequisites and Other Terms

Scope

The following services are NOT included in the planned Activities for this service but, may be purchased separately (additional fees may apply):

- DPI-SSL Client Implementation
- Uninstallation of existing Anti-Virus software
- Wireless site survey or performance tuning
- Detailed SonicWall appliance configuration
- Configuration of new business or enterprise level cloud subscriptions
- Training/Consulting Services
- Provide configuration after hours

Prerequisites

- The customer must commit a technical resource on a full-time basis to provide SonicWall or the partner with the assistance required
- Customer must be aware of all business critical applications needed to be tested in the Capture Client deployment process
- Customer is required to have a healthy Active Directory or other Endpoint Management Platform and will make all deployment configurations.

- Customer must provide access to business or enterprise level cloud subscriptions available for Cloud Application Security
- Administrator account access must be available for all business or enterprise level cloud subscriptions

Other Terms

- All activities will be performed remotely utilizing the phone and web conferencing
- It is the customer's responsibility to ensure it has the appropriate agreements with the provider of the Activities.
- The provision of the Activities does not include the development of any intellectual property. All right, title and interest arising from the performance of Activities shall vest in SonicWall.
- SonicWall and/or the provider of the Activities may require execution of additional documentation before performance of the Activities begin. This additional documentation may include (without limitation) dates for the work to begin. If the provider of the Activities can accommodate a change in schedule related to the Activities, the provider may require a two (2) week lead time (or more) before Activities can be performed.
- If a customer makes any changes during or after the Activities begin, additional charges and/or schedule changes may apply.
- Only configured features publicly posted by SonicWall in the Datasheets may be configured.
- Not all Activities may need to be configured.
- The information provided herein is a general description of Activities. Any services delivered that are not explicitly outlined herein are not a part of this offer.
- The duration for the provision of Activities may vary based on many factors including, but not limited to, the complexity of the customer's environment.
- SonicWall is not responsible for ensuring Customer's compliance with data privacy, security and PCI requirements.
- Customer agrees that additional fees may be due and payable if Customer makes any such changes or otherwise fails to meet the prerequisites set forth herein.
- Only authorized SonicWall providers may provide the Activities described by this offer.

Purchase Information

SKU ID	DESCRIPTION
02-SSC-4578	Sonicwall Remote Implementation Cloud Services (CC, or WCM, or CSC/NSM, or CAS)

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About Us

Over a 27 year history, SonicWall has been the industry's trusted security partner. From network security to access security to email security, SonicWall has continuously evolved its product portfolio, enabling organizations to innovate, accelerate and grow. With over a million security devices in almost 200 countries and territories worldwide, SonicWall enables its customers to confidently say yes to the future.

If you have any questions regarding your potential use of this material, contact:

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