# Service Description

N-BAU-20009 Managed Firewall – FG100D HA

*Rev 2 – June 2016*

## About Net Support UK

Net Support UK offers cloud solutions with smart advice and support. There's no doubt that we're experts.

We think, act and deliver differently to other IT companies by taking a 'blank paper' approach to every challenge and start by listening to what our customers want to do with their business.

For over 17 years we've kept ourselves savvy with the top tech and avoided the traps of a 'brands only' approach. It's all about the whole team working together and there's nothing more rewarding than seeing great ideas put into practice - and our customers' businesses grow as a result.

# Service Description

| Service Code | N-BAU-20009 |
|---|---|
| Service Family | Net Support |
| Service Title | Managed Firewall FG100D-HA |

## Service Overview

### Service Outline

Complete Managed Firewall Service based on a pair of FortiNet FortiGate 100D (FG-100D) firewalls configured for High Availability. This service is suitable for Head Office \ Large Office environments and dedicated Datacentre deployments. It is especially suited to environments where high throughput is required with AV \ IPS enabled. This device is not suitable for environments where high throughput is required over multiple IPSec VPN connections. In these circumstances consider the FG-200D solution.

This is delivered as a service and all hardware and licensing remains the property of Net Support UK.

Net Support UK retain administrative control of the devices throughout the contract. The client may be granted Read-Only access to the firewalls on request.

### Service Availability

This service is available as a standalone product for new and existing business customers. The service requires the customer to have at least one single static public IPv4 address that can be allocated to each device in the pair. It is recommended that this solution be deployed as part of a wider set of network resilience measures including:

- Multiple resilient WAN Connections
- Resilient WAN side switching
- Resilient LAN Side switching
- Resilient power supply \ UPS

### Applicable Service Level Agreement

This product is covered by the Net Support UK Ltd Managed Firewall Services SLA.

### Applicable Terms and Conditions

Net Support UK Ltd General Terms and Conditions for Business Services apply.

### Contract Periods and Cancellations

Standard Minimum Contract Period for this service is 36 months. Shorter contract periods may attract increased setup charges. Cancellation terms are included in the Terms and Conditions referenced above.

### Delivery

Typical lead time for this product is 10 working days. Equipment is configured remotely and shipped to customer site for customer installation. Next business day shipping within the mainland United

Kingdom is included in the setup charges. Telephone / Remote support is available during customer installation. Installation by Net Support UK engineers is available at additional cost which will be dependent on location.

## Monitoring & Reporting

The service is available in two levels of management wrap (see Options below), which have differing levels of monitoring and reporting. These are described in detail in the Managed Firewall Service Level Definition document.

## Customer Presentation

The FG-100D is a 1U rackmount unit and is supplied with the following:

- Standard 3Pin \ IEC14 power lead per device
- 8 x 1.5m Cat5E cables (4 x WAN, 2xLAN, 2 x HA)

The units must be deployed rack mounted in a suitable 'office' environment. The units are not intended for external use or use in harsh environmental conditions. A minimum of 2U clear space is required.

## Base Configuration

Base Configuration includes the following:

- Updating to latest Net Support UK Approved Firmware
- Registration of device with manufacturer
- Configuring up to two WAN Interfaces on each device for basic Active \ Passive failover
- Configuring up to two Internal Zones on each device (e.g. LAN and Guest) with IP allocations to customer specification or using NSUK defaults
- Configuring DHCP Services if required on up to two Internal Interfaces
- Configuring Basic Firewall Policies: Allow all LAN-WAN, Deny all WAN-LAN
- Configuring HA failover
- Documentation of and off-site storage of As-Deployed Initial Configuration

## Service Options

### Managed Service Levels

The service is available in one of two Managed Service Levels:

**L2** – Enhanced Managed Service (Default) including change budget, monthly reporting and proactive firmware management.

**L3** – Premium Managed Service including enhanced change budget, additional reporting detail, quarterly firmware reviews and a comprehensive annual firewall audit.

### 24 x 7 Coverage

**247** – Access to the Support Features of the service 24x7 via on-call engineers. Note, 24x7 service does not include on-site visits or delivery of advance swap-out units and cannot be used for Change Requests. If Change Requests are required outside out of normal business hours this can be arranged but may incur additional charges.

## Feature Options

### Universal Threat Management Features

**BDL** – Complete UTM Bundle including AV filtering, AntiSpam, Intrusion Prevention System (IPS) and web content filtering. Note that enabling some or all of these features may significantly impact firewall throughput. Net Support UK can advise on likely impact.

**AV** – Antivirus Filtering and Intrusion Prevention System

**NGFW** – Next-Gen Firewall Features including Anti-Spam

**WEB** – Web content Filtering Features

*Note: Standalone UTM services are generally not economical unless these have to be added post-contract.*

## Setup Options

### Custom Setup

**ADV** – Advanced setup. This includes the configuration of up to 10 non-standard policies and rules including; firewall rules, UTM Policies, IPSec VPN Tunnels, SSL VPN Access, Bandwidth Management and load balancing policies

**CUST** - Net Support will liaise with the customer and their IT \ Network teams to design and deploy a custom setup suited to the customer requirements. This optional service will be consultatively driven and is subject to varying charge based on levels of complexity required.
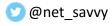
## Document History

| Version | Date | Author | Summary |
| --- | --- | --- | --- |
| 0.1 | 23/09/2015 | KH | Initial Draft |
| 1.0 | 19/10/2015 | KH | First Release |
| 2.0 | 06/06/2016 | KH | Re-branding and minor rewording |

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