Service Description

N-BAU-2000 Managed Firewall

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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-20000
Service Family	Net Support UK
Service Title	Managed Firewall – Service Only

Service Overview

Service Outline

Managed Firewall Service wrapper to be applied to customer owned FortiNet Fortigate Firewalls. The customer owned firewall must match one of the supported models.

Although the customer owns the equipment, Net Support UK will retain administrative control of the devices throughout the contract. The client may be granted Read-Only access to the firewalls on request. Net Support UK will return administrative control to the customer upon completion of the contract.

NOTE: This service does not include any Advance Swap-out or other hardware replacement features. Customers who require this are advised to consider one of our Fully Managed Firewall services.

Service Availability

This service is available as a standalone product for new and existing business customers. The service requires the customer to have a Fortinet Fortigate product with a current active support contract applicable to the level of service required (e.g. 24x7) and feature set deployed. In addition, at least one single static public IPv4 address that can be allocated to the device must be available for remote management.

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 12 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 service is 5 working days. Customer supplied equipment may be configured remotely and shipped to customer site for customer installation. Alternatively, where taking over management of an existing device the customer must make remote access to the device available before Net Support UK can provide the service.

Next business day shipping within the mainland United Kingdom is included in the standard setup charges. Telephone \ Remote support is available during customer installation. Installation or on-site reconfiguration by Net Support UK engineers is available at additional cost which will be dependent on location.

Monitoring & Reporting

The service is available in three 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.

Base Configuration

Where equipment is being configured from factory defaults, Net Support UK will apply a 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
- Documentation of and off-site storage of As-Deployed Initial Configuration

Where there is an existing configuration, Net Support UK will assess this and advise on what works are required to bring it in line with best practice and allow for Net Support UK to provide the service.

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. [Option 1 Text]
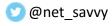
Document History

Version	Date	Author	Summary
0.1	12/10/2015	KH	Initial Draft
1.0	19/10/2015	KH	First Release
2.0	06/06/2016	KH	Rebranded

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