

## Service Description

N-BAU-20005 Managed Firewall FG200D

*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.

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Silver Small and Midmarket Cloud Solutions



## Service Description

<b>Service Code</b>	N-BAU-20005
<b>Service Family</b>	Net Support UK Ltd
<b>Service Title</b>	Managed Firewall – FortiGate 200D

## Service Overview

### Service Outline

Complete Managed Firewall Service based on the FortiNet FortiGate 200D (FG-200D) entry level firewall. This service is suitable for Head Office \ Large Office environments and dedicated Datacentre deployments. It is suited to deployments where high throughput (up to 1Gbps) is required although it should be noted that AV throughput is only rated at 600Mbps.

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 device throughout the contract. The client may be granted Read-Only access to the firewall 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 the device.

### 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 three levels of management wrap (see Options below). These are described in detail in the Managed Firewall Service Level Definition document.

## Customer Presentation

The FG-200D is a 1U rackmount unit and is supplied with the following:

- Standard 3 Pin / IEX14 power lead
- 2 x 1.5m RJ45 Cat5e cables

The unit should be deployed rack mounted in a suitable 'office' environment. The unit is not intended for external use or use in harsh environmental conditions. A minimum of 1U clear rack space is required.

*Note: If Redundant power supply option is chosen an additional 1U of space is required and an additional 2 x IEC 14 power connections.*

## 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 for basic Active Passive failover
- Configuring up to two Internal Zones (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

## Service Options

### Managed Service Levels

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

**L1** – Basic Managed Service (The default level)

**L2** – Enhanced Managed Service 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, 24 x7 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 Anti-Virus filtering, Anti-Spam filtering, 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 charges based on levels of complexity required.

### Redundant Power Supply

**PS** - This unit is available with a redundant power supply unit. This unit is an additional 1U Rackmount Unit. One unit is capable of powering up to two devices.

## Document History

Version	Date	Author	Summary
<b>0.1</b>	29/09/2015	KH	Initial Draft
<b>1.0</b>	19/10/2015	KH	First Release
<b>2.0</b>	26/06/2016	KH	Rebranded



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