

The Remote Implementation Service for a SonicWall Global Management System (GMS) or Analytics is a deployment service (“Activity”) that deploys and integrates the SonicWall Global Management System (GMS) or Analytics into a customer environment. This Activity is typically implemented within 15 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:

### Configuration

- Register unit and upgrade firmware (for a Virtual Appliance implementation, the customer is responsible for deploying the appropriate Virtual Machine)
- Will provide configuration for an All-in-one or Distributed configuration (Distributed configuration requires multiple GMS servers)

### Installation

- Configure GMS appliance with appropriate role and network configuration for access, reporting, and management of supported SonicWall devices
- Assist with any necessary Network Address Translation (NAT) policies and Access Rules for management and reporting
- Provide LDAP integration (if applicable) for management access
- Add 5 SonicWall appliances to the GMS Management Console
- Review process for adding additional appliances
- Configure Daily/Weekly/Monthly Reports (up to 5 reports)
  - Provide basic training on generating reports
  - Provide Customer with Reporting features overview
- Ensure reporting data is being received by GMS or Analytics
- Configurations will be completed during normal business hours 0800 – 1700 Monday – Friday Local Standard Time
- Configurations will be completed remotely via web/desktop sharing sessions

## Post-Implementation

- 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):

- Adding additional units/reports
- Troubleshooting database issues
- Training/Consulting Services
- Configuring Customer LDAP system
- Deploying a Distributed Server Configuration

### Prerequisites

- The customer must ensure that the existing infrastructure, hardware and (if applicable) virtualized configuration is sufficient to support the environment
- The customer must commit a technical resource on a full-time basis to provide SonicWall or the partner with the assistance required

## SonicWall Remote Implementation Service – Global Management System or Analytics

### Other Terms

- 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.
- All Activities will be performed remotely utilizing the phone and web conferencing.
- 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
01-SSC-8534	SonicWall Remote Implementation Global Management System (GMS)

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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:

SonicWall Inc.  
1033 McCarthy Blvd  
Milpitas, CA 95035

Refer to our website for additional information.

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