SonicWall Managed Security Services Service Plan: Network Security - NDR SIEM/SOCaaS

Stellar Cyber Privacy Policy: https://stellarcyber.ai/privacy-policy/
Stellar Cyber End User License Agreement (EUA): https://stellarcyber.ai/eua/

SonicWall End User Product Agreements: https://www.sonicwall.com/legal/end-user-product-agreements/

Offering Summary
Network Detection & Response for 1 Device.

Description
Security event detection for network devices (firewall, VPN, etc.) & windows servers.

Response Times

- Target Analysis & Response Time - 4 Hours (Monday - Friday, 8:00am to 5:00pm EST)
- Target Resolutions Time - 4 Business Days (Monday - Friday, 8:00am to 5:00pm EST)

SonicWall Managed Security Services Deliverables

- Formalized and automated incident response workflows
- Remediation advice to contain and eliminate threats in real-time.
- 24x7 Monitoring and event notifications.
- Proactive threat analytics
- Detection, alerting, and elimination of known and new threats.
- Security and compliance reporting available.

Partner/Customer Responsibilities

- Firmware Updates.
- Unit configuration backups.
- Reaching out to SonicWall MSS to onboard the SIEM.
- Informing SonicWall MSS of a replacement of the firewall/server so that it can be updated in the SIEM Console.

Service Deliverables Not Included

- The below items/services are not included in this service:
- Firewall configuration and/or setup.
- Training Services
- Network Design
- Remote implementation
- Firmware Updates.
- After hours or weekend support.

Requesting Technical Support

- To start a support ticket, partners can visit https://sgi.myportallogin.com and when asked to select a product, select **Network Security,** and then **NDR Support.**
- Emergencies and critical events should always be called into our office at 703.565.2395
- Standard Support hours are 8 AM - 5 PM EST Monday - Friday
  - US holidays are excluded from standard support hours.
  - 24/7 Emergency support is not available for this offering.

Requesting Quote/Sales Assistance

Sales assistance, quote requests, etc. may be requested by emailing msssales@sonicwall.com