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 and are limited to one solution per SKU:

Pre-Deployment Steps

- Review existing network topology and configuration information.

- Execute a kick-off call with the customer to define project timelines, tasks, and use cases.

- Create a phase-based approach outline that indicates action owners for each deployment task.

Configuration

- Create Customer Cloud Tenant

- Configure Identity Provider (IDP) as a directory of users

- Configure Single-Sign-On (SSO) to the Command Center for admin access.

- Configure up to 2 Connectors or Access Tiers.

- Configure up to 2 end services and policies within the Cloud Secure Edge Command Center for initial deployments of each service type.

- Configure Advanced Settings in the Cloud Secure Edge Command Center.

- Configure Internet Threat Protection (ITP). (If the customer purchased the ITP suite)

- Configure one SonicWall firewall connector agent or virtual appliance associated with the Cloud Secure Edge component

Installation

- Assist with Cloud Secure Edge ZTNA App rollout to supported endpoint devices using customer provided Endpoint Management Software (up to 5 supported endpoints)

- Ensure proper identification of endpoints and users in Cloud Command Center

- Work with the customer over the phone to complete the virtual installation.

- Assist with guided configuration of IDP for user identification

- Assist with guided configuration on up to 2 services and policies

- Assist with guidance of steps/configuration of the chosen end application deployment strategy.

- Assist with guided configuration of additional feature suites such as ITP.

- Verify the functionality of all configured features.

SonicWall Remote Implementation Service – Cloud Secure Edge

- Verify Business Critical Applications are working as expected

- Configurations will be completed during normal business hours 0800 – 1700 hours Monday – Friday Local Standard Time

- Configuration times should not exceed 3 hours a week with a maximum of 5 hours in the 30 day implementation service window.

- Service enablement should be during business hours to provide real time feedback on Critical Business Applications functionality

Post-Implementation for each solution

- 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 and configured service 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):

- Configuration of any SonicWall virtual or physical appliance
- Creation of additional Command Centers
- Training/Consulting Services

Prerequisites

- The customer must provide the necessary Cloud Secure Edge Connector virtual machine or a firewall appliance with the Cloud Secure Edge component

- The customer must ensure that the existing infrastructure, and 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
- The customer will provide the group information required for Role-based Administration and Policy Configuration.

- End-user groups must be defined in the IDP which will be used to grant access to destination resources, prior to the engagement.

- Network Interface IP addresses need to be assigned prior to the engagement of an authorized SonicWall provider.

Other Terms

- All activities will be performed remotely utilizing the phone and web conferencing.

- 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.

- 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
03-SSC-1852	SONICWALL REMOTE IMPLEMENTATION CLOUD SECURE EDGE

SONICWALL®