

Managed Firewall Service value proposition and comparison matrix

Primary value prop:

- Business owners/managers know they need a firewall. It is universally acknowledged as a foundational technology component of a network security strategy.
- Most do not have the in-house technical and security expertise to properly configure, run, and manage a firewall.
- This combination has created a need in the market for managed firewall services.
- Outsource your network security to a trained and experienced security expert.

Additional value prop:

- Ability to upgrade/exchange your firewall as your needs change, and as technology changes.

Feature/capabilities	Run your own firewall and utilize standard vendor support	Managed Firewall Service from security experts
Firewall and security configuration		
Appliance configured by SonicWall-certified engineers		✓
Turnkey solution delivered to customer's doorstep		✓
Monitoring, alerting and updating		
Global management system monitoring		✓
Hosted and secure GMS infrastructure		✓
Proactive response to site down		✓
Analysis and updating of firmware, software, and security updates		✓
Weekly offsite SonicWall configuration backup		✓
Reporting		
Automatic weekly network reports		✓
Report analysis by SonicWall-certified engineers		✓
Support		
8x5 or 24x7 standard support	✓	✓
Answer product-related questions	✓	✓
Answer security-related questions		✓
Hardware replacement		
Hardware replacement for manufacturing defects during warranty	✓	✓
Ongoing hardware replacement throughout managed service period		✓
Upgrade appliance as future business and technology changes dictate		✓

The Managed Firewall Service is delivered by a trusted advisor and security expert – someone who knows you and your network.