



Changes to Advanced Gateway Security Suite (AGSS) and Comprehensive Gateway Security Suite (CGSS) FAQ

Q: What is happening?

A: On September 6, 2019, the limited time period CSC entitlements to CGSS and AGSS that were added in June 2019 will no longer be present in the CGSS and AGSS and other related bundles.

Q: What were those changes?

A: Both bundles added CSC Unified Dashboard, Risk Meters, CSC Firewall Management, and 7-day Firewall Reporting. Additionally, AGSS added Shadow IT Visibility. Starting September 6, 2019 the CGSS and AGSS bundle SKUs will no longer include the CSC entitlements.

Q: In June the price for these bundles increased by 10%, will it return?

A: No, we recently revised the pricing on our AGSS and CGSS service bundles for our sixth generation products only (TZ, NSA), as those had not been updated to reflect market conditions in several years despite driving significant continuous improvements to our gateway antivirus, antispayware, intrusion prevention, Application Intelligence and Capture ATP service including the patent pending RTDMI technology. There was no price increase for the Gen6.5 NSa series and all of the hardware bundles that included CGSS/AGSS.

Q: Why were these features added temporarily?

A: To help accelerate the adoption and give our customers a taste of our new cloud-based management and one-year reporting service, we decided to bundle management and 7-days' worth of reporting together with our AGSS and CGSS SKUs for a limited period of time, allowing us to gather customer feedback, and continue to refine our offerings.

Q: What are you doing in case people do want these features alongside of these bundles?

A: We decided to introduce a new stand-alone SKU that includes management and 7-day reporting starting on September 6, in addition to the original SKU offering management and a full year of reporting.



Q: What about those who bought the bundle with the features, will they still maintain the entitlements?

A: Any customers that purchased & registered between June 1st, 2019 and September 6th, 2019 for hardware bundles with AGSS/CGSS (TotalSecure, Secure Upgrade Plus etc.) or standalone CGSS/AGSS bundles will include the CSC entitlements announced for the duration of the license purchase period.

Q: What about customers who bought the bundle after June 1, 2019 and have yet to register the services?

A: Starting September 6th, 2019 the limited time period CSC entitlement additions to CGSS/AGSS and hardware bundles will be removed. Due to the popularity of the management and 7-day reporting SKU, a new standalone SKU that includes CSC Management and 7-day reporting has been introduced. Based on the customer use case, sales case can be filed to offer the appropriate CSC management and reporting bundle at a highly competitive price.