

Sophos Technical Support

Sophos Technical Support – part of Sophos Global Support Services – is delivered through three exceptional support packages: Standard, Premium and Platinum. Each package ensures customers get the most out of their investment in Sophos and that they remain protected against increasingly complex and evolving threats. A global team of Sophos experts provide 24-hour help all year round with installing, configuring, upgrading and resolving any technical issues.

Unlimited 24x7x365 support

The excellence of Sophos Technical Support sets it apart from its competitors. Sophos customers benefit from 24-hour support provided by a globally managed team every day of the year. Standard Support is provided at no extra cost in all subscription licenses. For perpetual licenses, Standard Support must be purchased separately.

- Customers can contact Sophos engineers directly for one-to-one support by email or telephone, or use web-based support.
- Sophos experts have the skills and tools to replicate, analyze and resolve any problems and draw on a wealth of experience to ensure the efficient resolution and tracking of all incidents.
- Sophos is a member of TSANet, the worldwide vendor-neutral support alliance, which allows it to work directly with other vendors to solve problems that involve their technologies.
- Sophos Technical Support operates from centers in Australia, Canada, France, Germany, Italy, Japan, Spain, UK and USA, each of which assures the highest level of expertise, professionalism and customer service.
- Full contact details for each center can be found at www.sophos.com/support.



Sophos Technical Support operates from a worldwide network of centers that provide follow the sun support.

What's included

Standard Support

- » Available 24 hours a day, 365 days a year
- » Local language support within business hours
- » Addresses all product-related issues encountered by Sophos customers during installation, configuration, administration and operation of any Sophos product
- » All virus and spam updates as well as product maintenance updates and upgrades
- » A single point of contact to submit problems, obtain technical information and request product advice
- » Tracking of all incidents with priority awarded according to their assigned severity
- » Submission of unlimited support incidents via telephone, web and email for all Sophos products
- » Access to a comprehensive, searchable, web-based knowledgebase
- » Support news including proactive product bulletins and general information on security threats and protection strategies

Details of our enhanced support service levels can be found over the page.

Enhanced support

Customers that require higher levels of support can choose Premium or Platinum Support¹. They feature all the services found in Standard Support plus formal service level agreements with target response and escalation times. Both services are available for an additional cost that is calculated as a percentage of the overall license fee.

Key features	Standard	Premium	Platinum
Software downloads	✓	✓	✓
Software updates and maintenance	✓	✓	✓
24/7 support	✓	✓	✓
Web-based support	✓	✓	✓
Unlimited helpdesk access	✓	✓	✓
Access to Sophos support knowledgebase	✓	✓	✓
Support news and IDE alerts	✓	✓	✓
Basic incident handling	✓	✓	✓
Proactive product information	✓	✓	✓
Defined service levels with Support Credits*		✓	✓
Priority incident handling		✓	✓
Priority virus sample handling		✓	✓
Remote system support		✓	✓
Subscription to Sophos ZombieAlert™ and Sophos WebAlert		✓	✓
Remote consulting services (4 hours included per contract)		✓	✓
Periodic support usage reports		✓	✓
Named technical support account manager			✓
Escalated incident handling			✓
Proactive system support			✓
Post-deployment best practices advice			✓
Emergency onsite support			✓
Customized support usage reports			✓

¹ Premium Support and Platinum Support service contracts might not be available in all regions and in all languages. Customers should check with their Sophos sales contact to determine which enhanced support services are available locally.

* For information on availability in your region, please contact your local Sophos office.

What's included

Premium Support

- » Penalty-backed service level definitions with target response and escalation times
- » Priority handling of incidents and virus samples
- » Remote system support
- » Subscription to Sophos ZombieAlert and Sophos WebAlert services
- » Remote Consulting Services delivered by senior engineers

Platinum Support

- » A technical account manager to oversee all support activity
- » Escalated incident handling and emergency onsite support
- » Post-deployment best practice advice and proactive system support
- » Direct access to a senior engineer during product upgrades

**SOPHOS
GLOBAL
SUPPORT
SERVICES**

Technical Support

Professional Services

Technical Training

www.sophos.com/globalsupport