

Infinigate Professional Services Starter Packages

Service Description Version 2.5 / 16.11.2021

Table of Contents

Overview	3
Scope of services	3
Workflow	3
Ordering a Starter Package	3
Telephone coordination/advice	4
Carrying out the installation & configuration	4
Introduction to the solution	5
Downstream support	5
Follow-Up call	5
Appendix - „Barracuda Managed Workplace“ Starter Pack (Price on demand)	6
Appendix - „ExtremeWireless Cloud“ Starter Pack (Price on demand)	7
Appendix - „Macmon“ Starter Pack (Price on demand)	9
Appendix - „Sophos Central Endpoint“ Starter Pack (Price on demand)	10
Appendix - „Sophos Central Partner MSP“ Starter Package (Free of charge)	11
Appendix - „Sophos Mobile Control“ Starter Pack (Price on demand)	12
Appendix - „Sophos UTM“ Starter Pack (Price on demand)	13
Appendix - „Sophos XG“ Starter Pack (Price on demand)	14
General regulations	15
Right of Amendment	15
Feedback	15

Overview

As part of its Value Added Services, Infinigate TechServices offers "starter packages" for various products.

This service offer is aimed at partners who have sold a new solution to an end customer but do not have the resources to install it themselves. It is intended to ensure that the end customer nevertheless receives a proper installation and thus achieves the best possible user experience.

After discussing the details of the desired scope of the order by telephone, the solution will be installed remotely, including its basic configuration and provision on a limited number of test clients, as well as a brief introduction of the end customer to the administration of the solution. In addition, the starter package includes one hour of Customer Direct Support to answer open questions within the first four weeks after installation.

In the present performance specification, the corresponding possibilities, prerequisites and expected results are documented.

Scope of services

Starter packages consist of various services from our Professional Services department, whereby the exact scope depends on the respective solution:

- Telephone coordination/consultation
- Installation & configuration
- Brief instruction
- Support
- Follow-Up call

For the following solutions Infinigate offers corresponding Starter Packages which are described in detail in the appendices to this Statement of Work.

In general, Starter Packs can only be obtained for products purchased through Infinigate and which are under valid maintenance.

Workflow

Ordering a Starter Package

To order a starter package, simply send a written order to the responsible sales representative or to our Professional Services Department (support@infinigate.ch).

Telephone coordination/advice

Subsequently, a member of our Professional Services Department will call the contact person named in the order by telephone to discuss the details of the installation. The coordination can take place either with the partner or directly with the end customer.

The following points are determined during the telephone coordination:

- Contact person and their contact details
- Definition of the exact scope
- Definition of any preparatory work required by Infinigate, the partner and the end customer.
- Agreement on an appropriate date for the installation (a certain lead time may be necessary)

The results will be recorded in writing by Infinigate and forwarded to the relevant contact persons who will need to formally validate the defined scope.

Carrying out the installation & configuration

On the agreed date, a member of the Professional Services team will contact the relevant contact person in order to carry out the installation.

For this it is necessary to have access to the affected system. The preferred option is to set up direct access for Infinigate to the system, e.g. by including Infinigate's IP address in the permitted admin IP addresses and transmitting the corresponding access data.

If this is not possible, access can in exceptional cases also take place via a so-called jump system at the end customer, e.g. via a TeamViewer session; however, this type of access can increase the cost of the service. If a jump system is necessary, the end customer must ensure in advance that all necessary tools (e.g. Putty, SSH Client, Browser, Wireshark, Telnet client) are installed on it and that all necessary authorisations and policies are set up.

When configuring and integrating the new solutions, the Professional Service is particularly dependent on the cooperation of the end customer, as he knows his environment best and can answer the relevant questions or implement the necessary configurations, e.g. firewall policies.

Introduction to the solution

After the installation and basic configuration, the end customer receives a brief introduction to the administration of the solution.

Downstream support

The starter package also includes downstream support for any queries from the end customer regarding the administration of the installed solution; this generally includes up to one hour of support within four weeks of successful installation.

Corresponding support requests must be channelled to Infinigate by the end customer via the partner.

Follow-Up call

After three to four weeks a member of the Professional Service team will contact the partner for a Follow-Up call.

Appendix - „Barracuda Managed Workplace“ Starter Pack (Price on demand)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results
- Determination of the necessary preparations by Infinigate, the partner or the end customer, mostly points like:
 - Download of installation files
 - Connecting hardware devices
 - Configuring firewall policies
- Providing remote access
- Tuning the basics
- Basic configuration of MWP Cloud Tenant
- Creation of service packages
- Installation of the corresponding agents
- Enrollment of first clients, devices and servers
- Configuration support for automation processes
- Brief introduction to the administration of the solution
- Optimisation after a few days
- Downstream support
- Follow-Up call

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be implemented within 14 hours. Should it become apparent during the telephone consultation that more time is required, we will be happy to prepare a corresponding additional offer for the desired additional work.

Appendix - „ExtremeWireless Cloud“ Starter Pack (Price on demand)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results
- Determination of the necessary preparations by Infinigate, the partner or the end customer, mostly points like:
 - Download of installation files
 - Connecting hardware devices
 - Configuring firewall policies
 - Providing remote access
- Setting up ExtremeWireless Cloud
- Connecting up to five access points
- Configuring up to five SSIDs
- Support for WLAN connection of up to five end devices
- Brief introduction to the administration of the solution
- Downstream support
- Follow-Up call

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be implemented within 4 hours. Should it become apparent during the telephone consultation that more time is required, we will be happy to prepare a corresponding additional offer for the desired additional work.

Appendix - „HornetSecurity“ Starter Pack (Price on demand)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results
- Determination of the necessary preparations by Infinigate, the partner or the end customer, mostly points like:
 - Compilation of checklist for the integration
 - Onboarding reseller
 - Joint integration of an end customer
 - Activation of Spam and Malware Protection
 - Activation of Advanced Threat Protection
 - Activation of the Quarantine Report
 - Activation of the extensions (Archiving, Continuity Service)
 - Configuration of the target server for incoming emails
 - Configuring the relay server for outgoing emails (if desired)
- Brief introduction to the administration of the solution
- Tips and tricks

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be implemented within 2 hours. Should it become apparent during the telephone consultation that more time is required, we will be happy to prepare a corresponding additional offer for the desired additional work.

Appendix - „Macmon“ Starter Pack (Price on demand)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results
- Determination of the necessary preparations by Infinigate, the partner or the end customer, mostly points like:
 - Download of installation files (Requires access to Macmon homepage Account).
 - Deployment / access to the hardware appliance
 - Provisioning / access of the VM environment
 - Provision of remote access
 - Authorisation of the end devices
 - Provision of test switch & client to be able to test NAC SNMP
- Basic configuration of the Macmon appliance
- Explanation of the ApplianceGui - and the WebGui interface
- Show network device management
- Network device scan and authorisation of the first network device
- Create AD connection
- Configure further admin accesses
- Show end device management and authorisation of the first end devices
- SNMP Community Configuration on Macmon
- Show & explain NAC SNMP (test with test switch & test client)
 - Port Flags
 - Default Settings NAC SNMP
- Downstream Support

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be implemented within 4.5 hours. Should it become apparent during the telephone consultation that more time is required, we will be happy to prepare a corresponding additional offer for the desired additional work.

Appendix - „Sophos Central Endpoint“ Starter Pack (Price on demand)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results
- Determination of the necessary preparations by Infinigate, the partner or the end customer, mostly points like:
 - Download of installation files
 - Connecting hardware devices
 - Configuring firewall policies
 - Providing remote access
- Basic configuration of Sophos Central Endpoint
- Configuring initial policies
- Roll out up to ten clients
- Brief introduction to the administration of the solution
- Downstream support
- Follow-Up call

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be implemented within 4 hours. Should it become apparent during the telephone consultation that more time is required, we will be happy to prepare a corresponding additional offer for the desired additional work.

Appendix - „Sophos Central Partner MSP“ Starter Package (Free of charge)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results.
 - Explanation of how licences are counted
 - Creation of an end customer account
 - Showing how the licences are allocated to the end user accounts
 - Showing how the licences of the end customer can be adjusted or removed
- Brief introduction to the administration of the solution

The Sophos Central Partner Account on MSP basis must be requested at Sophos in advance, as the creation of the account can take some time. You must be a Sophos partner and have passed the following certification.

- MSP Connect Flex (includes Sales Fundamentals & MSP Connect)

Based on Infinigate Professional Services' extensive experience, the above can usually be implemented within 30 minutes.

Should it become apparent during the telephone consultation that more time is required, we will be happy to provide an appropriate additional quote for the additional work required.

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be completed within 30 minutes. Should it become apparent during the telephone consultation that more time is required, we will be happy to prepare an appropriate additional offer for the additional work required.

Appendix - „Sophos Mobile Control“ Starter Pack (Price on demand)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results.
- Determination of the necessary preparations by Infinigate, the partner or the end customer, mostly points like:
 - Download of installation files
 - Connecting hardware devices
 - Configuring firewall policies
 - Providing remote access
- Installation of the Sophos Mobile Control Server
- Basic configuration of the system
- Advice on deployment
- Creation of a profile and order package
- Connection of up to five test devices
- Brief introduction to the administration of the solution
- Tips on backup, restore and updates
- Downstream support
- Follow-Up call

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be completed within 4 hours. Should it become apparent during the telephone consultation that more time is required, we will be happy to prepare an appropriate additional offer for the additional work required.

Appendix - „Sophos UTM“ Starter Pack (Price on demand)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results.
- Determination of the necessary preparations by Infinigate, the partner or the end customer, mostly points like:
 - Download of installation files
 - Connecting hardware devices
 - Configuring firewall policies
 - Providing remote access
- Basic installation of a Sophos UTM or cluster
- Basic configuration of the UTM
- Connection to an Active Directory
- Setting up a VPN connection
- Setting up firewall policies
- Configuration of web filters
- Brief introduction to the administration of the solution
- Tips on backup, restore and updates
- Downstream support
- Follow-Up call

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be implemented within 8 hours. Should it become apparent during the telephone consultation that more time is required, we will be happy to provide an appropriate additional quotation for the additional work required.

Appendix - „Sophos XG“ Starter Pack (Price on demand)

The following work is usually carried out as part of this starter package:

- Telephone coordination and consultation on the integration of the solution including corresponding documentation of the results.
- Determination of the necessary preparations by Infinigate, the partner or the end customer, mostly points like:
 - Download of installation files
 - Connecting hardware devices
 - Configuring firewall policies
 - Providing remote access
- Basic installation of a Sophos XG or cluster
- Basic configuration of the XG Firewall
- Connection to an Active Directory
- Setting up a VPN connection
- Configuration of a web filter policy
- Setting up the firewall rules on an IP or user basis
- Advice on the effective use of the zone concept and the NextGen features in the rule set
- Brief introduction to the administration of the solution
- Tips on backup, restore and updates
- Downstream support
- Follow-Up call

Based on the extensive experience of Infinigate Professional Services, the work listed above can usually be implemented within 8 hours. Should it become apparent during the telephone consultation that more time is required, we will be happy to prepare a corresponding additional offer for the desired additional work.

General regulations

Right of Amendment

Infinigate is entitled to modify the contents of this Statement of Work without the consent of the Partner. Infinigate may assign its rights and obligations under the Service Description to one or more third parties. In all other respects the General Terms and Conditions (GTC) of Infinigate (Schweiz) AG shall apply.

Feedback

The Infinigate TechServices organisation values customer feedback as a valuable basis for collaboration. Feedback from our customers can help shorten resolution paths, streamline processes and make our offering even more efficient and powerful.

Infinigate (Schweiz) AG
Grundstrasse 14
6343 Rotkreuz
Tel: 0417990101
E-Mail: support@infinigate.ch