

# Sophos Support Plans

## A simple approach to comprehensive support

At Sophos, we understand that support needs to be comprehensive and aligned to the needs of your organization. We also believe it should be simple and easy to use—with a highly trained technical support representative available to you 24/7.

### Highlights

- ▶ 24/7 Multi-channel Support provided by Sophos
- ▶ Automatic software downloads and updates
- ▶ For appliances, advanced hardware replacement for as long as your support plan is active
- ▶ Comprehensive suite of services built to match your organizational needs
- ▶ Premium services that include personalized support
- ▶ Follow-the-sun delivery provides expert assistance when and where you need it

### Sophos Support provides a variety of plans to meet your organization's needs

At Sophos, we build products that are simple yet comprehensive—we take the same approach with our support. With options that range from basic technical support to those that include direct access to senior support engineers and customized delivery, Sophos has a plan to fit your organization's needs.

We take a personalized approach to support—meaning you can choose the package and options that are right for you. You'll get help when installing, configuring and upgrading our products and resolving any technical issues.

### Personalized support designed for customers and partners with critical needs

Choose our Enhanced Plus or TAM Support plan and you'll gain a number of other benefits as well. Additional features include direct access to senior technical resources, up to 8 hours of remote consulting, and a dedicated technical account manager to address any issues quickly and help prevent any potential problems from happening.

### Protecting your investment with advanced RMA and extended warranty

Your warranty on our hardware appliances will be extended as long as you are continuously active on your support plan. We also offer advanced RMA replacement for all support plan holders.

### Ensure your business operates at peak performance

A Technical Account Manager (TAM) is the right choice for those looking for proactive help. Your TAM will have a comprehensive understanding of your environment and needs to solve problems quickly, can assist you with the coordination of all aspects of your Sophos support, and give you important advice that will prevent problems from happening.

### Best-in-class support for Sophos partners

All Sophos partners have access to Enhanced support at no cost. VIP Access and TAM like services are available to some qualifying partners. Partners can also purchase additional services like Enhanced Plus or TAM to meet their business needs.

## Sophos Support Plans

No matter which plan you choose, you will experience the highest level of service on the market. Our mission is to minimize business disruption, maximize protection, and increase the value of your investment with the appropriate level of customer and partner support.

Support level	Enhanced (Included with Endpoint* products, available at no cost to Sophos partners)	Enhanced Plus	TAM
24/7 multi-channel support	✓	✓	
Software downloads, updates, and maintenance	✓	✓	
Access to support knowledgebase and support forums	✓	✓	
Warranty (Appliances only)	Warranty valid as long as support contract active (5 year EOL)	Warranty valid as long as support contract active (5 year EOL)	
Hardware replacement (Appliances only)	Advanced	Advanced	
Remote assistance support	✓	✓	
Remote consulting		2-8 hrs per year while contract is active**	
Priority case and sample handling		✓	
VIP Access to Senior Technical Resource team		✓	
Named Technical Account Manager (TAM)			✓
Front of the line access to product information			✓
Personalized communications and alerts			✓
Performance and feature optimization			✓
Enhanced escalation			✓
Emergency Onsite Support			✓

\* Enhanced and Enhanced Plus are available for Sophos Firewall Manager and iView software products, but are not included in the base license.

\*\* The number of remote consulting hours provided is based on the Sophos product you have purchased. Remote consulting hours range from 2 to 8 per year while the contract is active. Technical support and updates for RED and AP Series Access Points follow the appliance to which the devices are associated. For extended hardware warranty, the appliance must be covered under an Enhanced Plus support plan. APX series Access Points are supplied with a 5-year hardware warranty. Further warranty extensions are not possible.

*“With Sophos’ consistent 24/7 support, we know we can pick up up the phone anytime and speak immediately to a knowledgeable expert.”*

Mike Rider, First Keystone Community Bank

### Upgrade your partner support

Speak to your Sophos account manager about your options.

### Ready to purchase your plan?

Contact your Sophos authorized reseller to get further information today.

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