

Implementation of a Firewall Appliance

Overview

The Implementation of a SonicWall Firewall Appliance service, designed for Etisalat customers, typically consists of the SonicWall team implementing the solution within three to five (3-5) business days, upon receipt of the completed implementation planning document. The Activities will be limited to those stated in the section below.

Activities

The planned Activities include:

Pre-Deployment Steps

- SonicWall SOC to contact customer by email/phone (24hrs) to understand expected deployment scenario and agree on onsite implementation date
- Review existing network topology and configuration

Configuration

- Register unit and upgrade firmware
- Load pre-defined template (IPS/IDS, GAV, Capture, VPN to SOC)
- Adjust General Settings based on specific customer needs (e.g. System Time, etc.)
- Adjust Network Interfaces configuration based on specific customer needs (LAN, WAN and VLAN if required, DHCP)
- Define Address Objects based on specific customer needs (up to 3 included)
- Define Access Control Rules based on specific customer needs (up to 3 included)
- Define Content Filtering Rules based on specific customer needs (up to 3 included)

- Define Application Rules based on specific customer needs (up to 3 included)
- Define NAT policies based on specific customer needs (up to 3 included)
- Onsite implementation (3 days after first call with End user – if not agreed in a different way) Installation
- FW Standard cabling (using patch cord included in FW Box)
- Configure Port forwarding on customer router
- Verify NAT and Firewall rules are working as expected
- Verify Site-to-Site VPN(s) are passing data (if SOC service is implemented)
- Verify Global Client VPN and/or SSL-VPN users are able to connect
- High Availability Failover testing
- WAN Failover testing
- CFS testing
- Application Visualization testing
- After testing is complete, provide customer with a backup of all settings

Post-Implementation

30 days of post-implementation support is included should the customer need technical support for the specific implementation (the installation and configuration of the product only). The customer should contact SonicWall Support for product-related issues. Additional implementation support or management services (beyond 30 days) may be available for purchase (additional fees may apply).

Scope, prerequisites, dependencies and other terms

Scope

The following services are NOT included in the planned Activities for this service but, may be purchased separately (additional fees may apply):

- Convert policies from existing non-SonicWall firewall
- Configure Global VPN Client and/or SSL-VPN with advanced authentication (LDAP, or RADIUS)
- Configuration of SonicPoints
- Switch configuration for SonicPoints or WAN backup
- Enforced Anti-Virus implementation
- SSO implementation
- Configuration of Comprehensive Anti-Spam Service
- Configuration of DPI-SSL
- Configuration of WAN Acceleration
- Configuration of additional VPN Tunnels
- Advanced Firewall configuration (e.g. Application Control, additional Content Filtering policies, etc.)
- Virtual Assist configuration
- Analyzer
- Scrutinizer installation/configuration
- GMS installation/configuration
- Training/Consulting Services

Prerequisites

- The customer must ensure that the existing infrastructure and hardware configuration is sufficient to support the environment
- The customer must commit a technical resource on a full-time basis to provide SonicWall or the partner with the assistance required

Other terms

The duration may differ based on many factors including, but not limited to, the complexity of the environment. The information above is a general description of consulting services that SonicWall may provide during the services engagement. The actual services to be provided will be as stated in the order for such services.

All activities will be performed, as described, remotely utilizing the phone and web conferencing and onsite. This Implementation Service is not a migration service.

For more information, contact a SonicWall Sales Representative or email us at: deployment@sonicwall.com

About Us

SonicWall has been fighting the cyber-criminal industry for over 25 years, defending small, medium size businesses and enterprises worldwide. Our combination of products and partners has enabled a real-time cyber defense solution tuned to the specific needs of the more than 500,000 businesses in over 150 countries, so you can do more business with less fear.

If you have any questions regarding your potential use of this material, contact:

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Refer to our website for additional information.

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