



**NETXACTICS**

# Services



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Netxactics Services is a system whereby partners can rely on our experts to help them achieve premium results. Partners will be able to increase their capacity in every way by working in combination with our experts. This guarantees full satisfaction for the end user.

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FOR  
**SOPHOS**  
SAFEGUARD



DEPLOYMENT PACKAGE

MAINTENANCE PACKAGE

REPORTING

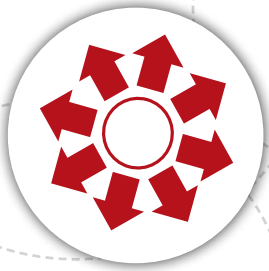


WORKSHOPS

PREMIUM TELEPHONIC  
& EMAIL SUPPORT

REMOTE SERVICES

ON-SITE CALLOUT



# Deployment Package

This service is a supported service, which constitutes that a Netxactics Services engineer will support your technical team in deploying the product across your organisation. This will be a combined effort between a Netxactics Services engineer and your technical team.

- Available during business hours Monday to Friday 08:00 – 16:30 (GMT+2)
- Cape Town and Johannesburg only

## AVAILABLE OPTIONS:

### Deployment Planning & Diagram

- Netxactics Services provides a plan on the most effective method to deploy Sophos SafeGuard across your organisation
- Diagram of the Sophos SafeGuard components in an organisation with relation to your current environment

### Supported Deployment

- Deployment planning & diagram
- Policy configuration
- Supported Deployment of Sophos SafeGuard across an organisation



# Maintenance Package

Through scheduled health checks and reporting the Maintenance Package removes the burden of routine maintenance and enables you to focus on more pressing projects.

- This service entitles you to a monthly site visit by a Netxactics Services engineer
- Available during business hours Monday to Friday 08:00 – 16:30 (GMT+2)
- Cape Town and Johannesburg only

## INCLUDES THE FOLLOWING:

### Monthly health checks

- Backups
- Communications
- Licensing
- Versions
- Notifications
- Features check
- Active Directory synchronization check (if applicable)
- Summary discussion
- New features discussion

### Policy Configuration

- Management console
- Encryption for cloud
- Partner Connect
- Device Encryption
- Data Exchange
- File share encryption
- Configuration protection

### Reporting

- A report on current health status of Sophos SafeGuard solution



# Reporting

This service is provided in order to provide an accurate health status on the Sophos SafeGuard Solution.

- Available during business hours Monday to Friday 08:00 – 16:30 (GMT+2)
- Available to South Africa and other Sub-Saharan countries
- The report is provided electronically via email

## INCLUDES THE FOLLOWING:

- Status report (current status of Sophos SafeGuard across the organisation)



# Workshops

These workshops are intended to provide a proper understanding and platform to enable effective administration, deployment and maintenance of the Sophos Web Protection Advanced solution.

- Available during business hours Monday to Friday 08:00 – 16:30 (GMT+2)
- Available to South Africa and other Sub-Saharan countries

## AVAILABLE OPTIONS:

### Introduction workshop

Netxactics Maintenance workshop is available at your offices or at the Netxactics Johannesburg office

- Management console tasks
- Policy configurations
- Desktop client troubleshooting

### Maintenance workshop

Netxactics Maintenance workshop is available at your offices or at the Netxactics Johannesburg office

- How to maintain the console
- How to install the desktop client
- How to troubleshoot the desktop client

### Deployment workshop

Netxactics Deployment workshop is available at your offices or at the Netxactics Johannesburg office

- How to deploy Sophos SafeGuard desktop client
- How to administer the Sophos SafeGuard range



# Premium Telephonic & Email Support

Netxactics Premium Telephonic & Email Support service offers experienced technical support for the operation of the Netxactics product offerings.

## Telephonic Support

- Available during business hours Monday to Friday between 08:00 – 16:30 (GMT+2)
- After hours support between 16:30 - 08:00 (GMT+2) – emergencies only
- Available in South Africa and other Sub-Saharan countries
- Web address [www.netxactics.co.za](http://www.netxactics.co.za)
- Contact number +27 11 444 4000 (in the event of line failure an alternative number will be provided on the website)

## Email Support

- Available during business hours Monday to Friday between 08:00 – 16:30 (GMT+2)
- Available in South Africa and other Sub-Saharan countries
- Available via [services@netxactics.co.za](mailto:services@netxactics.co.za)
- Web address [www.netxactics.co.za](http://www.netxactics.co.za)



# On-site Callout

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Netxactics On-site Callout service is a pre-paid service, where hourly bundles of 10, 20 or 30 hours can be purchased upfront. Alternatively we can arrange a billed-per-hour On-site Callout.

- Available during business hours Monday to Friday 08:00 – 16:30 (GMT+2)
- Available in South Africa and other Sub-Saharan countries
- A suitable time will then be arranged by a Netxactics Services engineer to do an On-site Callout





# Remote Services

Netxactics remote service offers a flexible and effective way to gain access to experienced engineers to assist you remotely with a solution, independent of geographical location.

- Available during business hours Monday to Friday between 08:00 – 16:30 (GMT+2)
- available via [services@netxactics.co.za](mailto:services@netxactics.co.za)
- Contact Number +27 11 444 4000 (In the event of line failure, an alternative number will be provided on the website)
- Remote services will be infrastructure dependant



# Contact Information

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For enquiries or to purchase a service please contact one of our Netxactics partners, if you would like us to put you in contact with a partner please feel free to contact us.

[www.netxactics.co.za](http://www.netxactics.co.za)

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