

# Netxactics Services

## Sophos SG UTM

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.

### Deployment

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

**Deployment Includes:**

- Netxactics Services provides a plan on the most effective method to deploy SG UTM 9 across your organisation
- Diagram of the SG UTM 9 components in an organisation with relation to your current environment
- Policy configuration
- Supported Deployment of SG UTM 9 across an organisation

### Maintenance

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

**Maintenance includes:**

**Monthly Report of Mobile Control** *(Includes the points covered in the Monthly Health Check)*

**Monthly Health Checks**

- Licensing
- Firmware Version check
- Notifications
- Features check
- Current system configurations
- Interfaces & routing check
- High availability status
- Static routes
- Firewall rules

- Intrusion prevention systems (IPS) status check
- Top bandwidth usage trends
- Top service trends
- Active Directory synchronization check
- Recommendations
- Summary discussion
- New features discussion

**Routine Maintenance**

- Backups & Updates
- Active Directory sync. check
- Alert Notifications
- Policy configurations
  - Data control
  - Bandwidth shaping
  - Wireless Sophos Access Point
  - Email protection
  - Web protection
  - Web server protection
  - Remote Ethernet Device (RED)



## Reporting

Monthly Report of the SG UTM which includes all the points covered in the Monthly Health Check.



## On-Site Call Out

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.



## Telephonic & Email Support

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



## Training

This course is designed for technical professionals who will be demonstrating SG UTM 9 and provides an overview of the product, including an introduction to the major capabilities and core configuration concepts.

### Engineer Course Overview:

- Security Threats and how the UTM Protects Against Them
- Getting Started with SG UTM 9 Firewall
- Network Protection
- Site-to-Site Connections
- Authentication
- Web Protection and Application Control
- Email Protection
- Wireless and Remote Access
- Endpoint Protection and Mobile Control
- Logging, Reporting and Troubleshooting
- Sizing and Evaluation



Netxactics has been influencing the future of technology and cybersecurity, as a value-added distributor for more than 20 years. We drive digital transformation through our strategic partnerships with global technologies and innovative channel partners, by redefining value and creating differentiation through services and support.

With cyber threats constantly evolving, our skilled professionals and expertise are focused to transform our partners and customers businesses through simple processes, excellence and integrity.

Today's future with tomorrow's technology, allows us to deliver strategic value to our channel partners and customers - through our services, that drives agility and scalability in the digital era of technology.

Our 'business is built on relationships' ambition, are driven by our robust team that serves with passion to contribute in each market and audiences' digital journey.