

## Service Description

N-BAU-20003 Managed Firewall FG60D

*Rev 2 – June 2016*



## About Net Support UK

Net Support UK offers cloud solutions with smart advice and support. There's no doubt that we're experts.

We think, act and deliver differently to other IT companies by taking a 'blank paper' approach to every challenge and start by listening to what our customers want to do with their business.

For over 17 years we've kept ourselves savvy with the top tech and avoided the traps of a 'brands only' approach. It's all about the whole team working together and there's nothing more rewarding than seeing great ideas put into practice - and our customers' businesses grow as a result.

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Silver Small and Midmarket Cloud Solutions



## Service Description

<b>Service Code</b>	N-BAU-20003
<b>Service Family</b>	Net Support UK Ltd
<b>Service Title</b>	Managed Firewall – FortiGate 60D

### Service Overview

#### Service Outline

Complete Managed Firewall Service based on the FortiNet FortiGate 60D (FG-60D) entry level firewall. This service is suitable for office \ branch office deployments up to 100 users.

This is delivered as a service and all hardware and licensing remains the property of Net Support UK.

Net Support UK retain administrative control of the device throughout the contract. The client may be granted Read-Only access to the firewall on request.

#### Service Availability

This service is available as a standalone product for new and existing business customers. The service requires the customer to have at least one single static public IPv4 address that can be allocated to the device.

#### Applicable Service Level Agreement

This product is covered by the Net Support UK Ltd Managed Firewall Services SLA.

#### Applicable Terms and Conditions

Net Support UK Ltd General Terms and Conditions for Business Services apply.

#### Contract Periods and Cancellations

Standard Minimum Contract Period for this service is 36 months. Shorter contract periods may attract increased setup charges. Cancellation terms are included in the Terms and Conditions referenced above.

#### Delivery

Typical lead time for this product is 5 working days. Equipment is configured remotely and shipped to customer site for customer installation. Next business day shipping within the mainland United Kingdom is included in the setup charges. Telephone \ remote support is available during customer installation. Installation by Net Support UK engineers is available at additional cost which will be dependent on location.

#### Monitoring & Reporting

The service is available in three levels of management wrap (see Options below). These are described in detail in the Managed Firewall Service Level Definition document.

## Customer Presentation

The FG-60D is a 'desktop' unit and is supplied with the following:

- UK Power Adapter
- 2 x 1.5m RJ45 cables

The unit must be deployed in a suitable 'office' environment. The unit is not intended for external use or use in harsh environmental conditions.

*This unit also has an optional rack mount kit which will allow the device to present as a 1 ¼ U 19" rack mount unit*

## Base Configuration

Base Configuration includes the following:

- Updating to latest Net Support UK Approved Firmware
- Registration of device with manufacturer
- Configuring up to two WAN Interfaces for basic Active Passive failover
- Configuring up to two Internal Zones (e.g. LAN and Guest) with IP allocations to customer specification or using NSUK defaults
- Configuring DHCP Services if required on up to two Internal Interfaces
- Configuring Basic Firewall Policies: Allow all LAN-WAN, Deny all WAN-LAN
- Documentation of and off-site storage of As-Deployed Initial Configuration

## Service Options

### Managed Service Levels

The service is available in one of three Managed Service Levels:

**L1** – Basic Managed Service (The default level)

**L2** – Enhanced Managed Service including change budget, monthly reporting and proactive firmware management.

**L3** – Premium Managed Service including enhanced change budget, additional reporting detail, quarterly firmware reviews and a comprehensive annual firewall audit.

### 24 x 7 Coverage

**247** – Access to the Support features of the service 24x7 via on-call engineers. Note, 24 x7 service does not include on-site visits or delivery of advance swap-out units and cannot be used for Change Requests. If Change Requests are required outside of normal business hours this can be arranged but may incur additional charges.

## Feature Options

### Universal Threat Management Features

**BDL** – Complete UTM Bundle including Anti-Virus filtering, Anti-Spam filtering, Intrusion Prevention System (IPS) and web content filtering. Note that enabling some or all of these features may significantly impact firewall throughput. Net Support UK can advise on likely impact.

## Setup Options

### Custom Setup

**ADV** – Advanced setup. This includes the configuration of up to 10 non-standard policies and rules including; firewall rules, UTM Policies, IPSec VPN Tunnels, SSL VPN Access, Bandwidth Management and load balancing policies

**CUST** - Net Support will liaise with the customer and their IT \ Network teams to design and deploy a custom setup suited to the customer requirements. This optional service will be consultatively driven and is subject to varying charges based on levels of complexity required.

### Rack Mount Kit

**RM** - A bespoke rackmount shelf is available which will allow the unit to be rack mounted and have all interfaces presented to the front.

## Document History

Version	Date	Author	Summary
<b>0.1</b>	29/09/2015	KH	Initial Draft
<b>1.0</b>	19/10/2015	KH	First Release
<b>2.0</b>	06/06/2016	KH	Rebranded



Net Support UK Ltd

[www.nsuk.com](http://www.nsuk.com)

 @net\_savvy

**Sales**

029 200 22 300

[enquiries@nsuk.com](mailto:enquiries@nsuk.com)

**Support**

029 200 22 333

[support@nsuk.com](mailto:support@nsuk.com)

**Registered Address**

Riverside Court, Beaufort Park  
Way, Chepstow, NP16 5UH

**Network Operations Centre**

Charnwood House, Collivaud  
Place, Ocean Way, Cardiff,  
CF24 5HF

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Wales No. 3625793. VAT No.  
713 6290 48