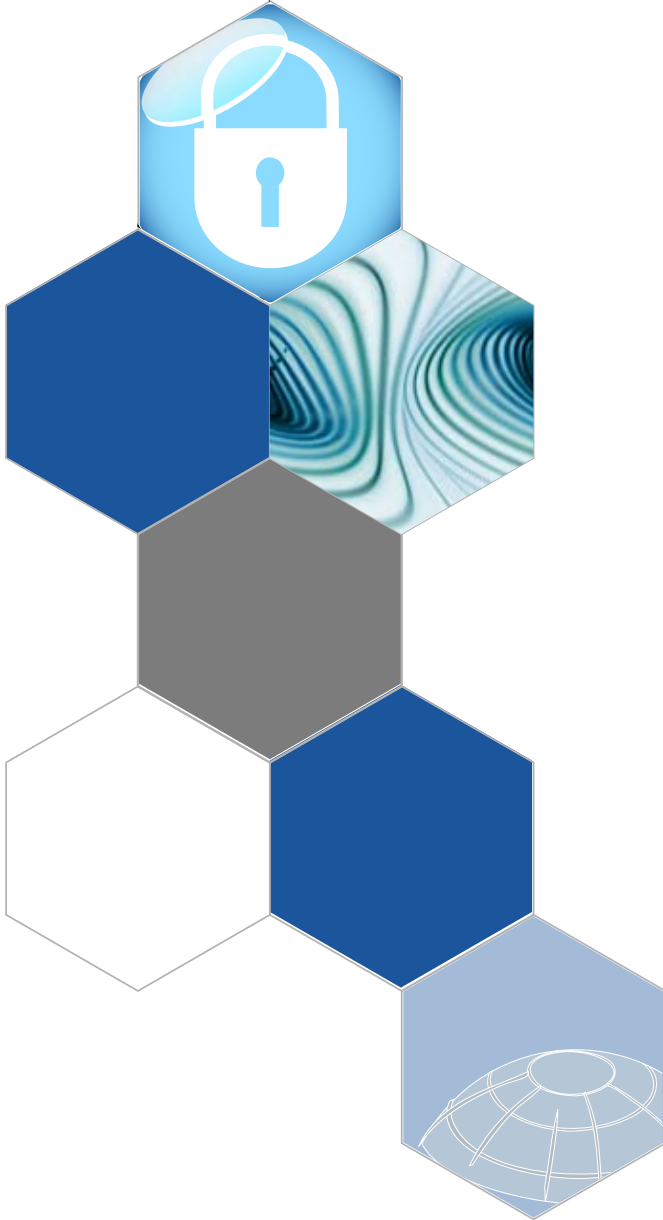# SGMS

Sonicwall Global Management System

PROGRAM OVERVIEW

Managing network security is a necessary but often overwhelming task for many organizations, especially with new and unexpected threats appearing every day. Sonicwall Global Management Solutions allows AOS to provide a broad array of data collection, archiving and reporting from the firewalls we remotely manage and maintain.

SGMS BASIC

- Automatic Firmware Update with Sonicwall
- Configuration BackUp to AOS Data Center
- Extend Manufacturer Warranty to Include Telephone Support with Sonicwall
- Next Business Day Hardware Replacement
- Maintain Inventory of all Sonicwall Service Subscriptions and Coordinate License Renewals

All Support calls to AOS Remote Engineering, On-Site Service or Configuration Changes will be Billable at the Appropriate Engineering Rates.

SGMS PLUS

- All the above features of SGMS Basic
- Virus Identification, Prevention and Remediation Consulting
- Sys Log Collection & Retention (180 Days)
- Report Interpretation upon Request
- One Weekly Summary Report
  (Bandwidth Summary, User Based Activity, Threat Protection Summary, Circuit Availability) Emailed and Archived
- Unlimited Remote Firewall Changes

All On Site Support visits, and On Site Configuration changes will be billed at the appropriate Engineering Rates Remote Assistance is part of the PLUS agreement.

SONICWALL

AOS
ADVANCED OFFICE SYSTEMS