sophos **global support services**

Platinum Support
Welcome Pack

supporting your investment in Sophos

sophos **global support services**

Dear Platinum Customer

Thank you for purchasing Platinum Support Service for your Sophos licensed products.

Sophos Technical support has the highest priority within Sophos and our comprehensive support service delivers the full range of benefits you would expect from a world-leading company focused on the needs of the corporate market – including all updates and upgrades, as well as support for installation, configuration and administration of all Sophos products.

The excellence of Sophos support services is what sets us apart from our competitors. As a Sophos customer, you benefit from 24-hour support provided by a globally managed team every day of the year. You can contact our engineers for one-to-one support by email, or use our web-based Support Portal and knowledgebase.
Our support services put you in touch with support engineers who have the tools and Resources to investigate any problems thoroughly – including access to a test network of machines running every supported operating system and network platform. Our experts can replicate, analyse and resolve your problems, drawing on a wealth of experience and technology – backed by the multiple resources of SophosLabs™ and product development – to ensure the efficient resolution and tracking of all incidents.

Our Technical Support organisation operates from support centres in Australia, Canada, France, Germany, Japan, Italy, Singapore, UK and USA. Whichever centre handles your problem; you can be assured of the highest level of expertise, professionalism and customer service.

Platinum Support Service is the highest level of support available to Sophos customers and includes defined levels of service. This welcome pack contains important information on:

- the Service Level Agreement that describes the services provided within the Platinum Support Service and the terms on which those services are provided
- details of how you should contact Sophos support, including the support portal, and email addresses.

In order to help ensure the most efficient levels of service for our Platinum customers, we request that you provide details of each member of your technical staff who is likely to contact Sophos Technical Support. This will enable us to enter these contact details into our customer database in advance, thereby ensuring absolutely minimal delay in recording new incidents when members of your technical staff make contact with Sophos Technical Support.
Please note that there is no limit to the number of contacts you can specify.

1. SERVICE LEVEL AGREEMENT

The details of the Platinum Support service level agreement will have been provided in a separate document. Please take the time to read this document so that you fully understand the services provided within the Platinum Support Service and the terms on which those services are provided. Please also make sure this information is communicated to all the members of your technical staff who will be contacting Sophos Technical Support.

Figure 1 shows a summary of the deliverables provided within the Platinum Support Service.

Figure 1

Key features	Standard	Premium	Platinum
Software downloads	✔	✔	✔
Software updates and maintenance	✔	✔	✔
24/7 support	✔	✔	✔
Web-based support	✔	✔	✔
Unlimited helpdesk access	✔	✔	✔
Access to Sophos support knowledgebase	✔	✔	✔
Support news and IDE alerts	✔	✔	✔
Basic incident handling	✔	✔	✔
Proactive product information	✔	✔	✔
Defined service levels		✔	✔
Priority incident handling		✔	✔
Priority virus sample handling		✔	✔
Remote system support		✔	✔
Subscription to Sophos ZombieAlert™ and Sophos WebAlert™*		✔	✔
Customer helpdesk preparedness training		✔	✔
Periodic support usage reports		✔	✔
Named technical support account manager			✔
Escalated incident handling			✔
Proactive system support			✔
Post-deployment best practices advice			✔
Emergency onsite support			✔
Customised support usage reports			✔

*Sophos ZombieAlert provides organisations with immediate warning of spam originating from their networks;
Sophos WebAlert warns organisations if their website has been compromised by hackers to host malware.

Figure 2 shows a summary of the target service levels provided under the terms of the Platinum support service.

Figure 2

Severity	Action	Platinum
Critical	Response time	Within 1 hour
	Frequency of status updates	2 hours
	Escalation to support manager	Within 2 hours
	Escalation to executive manager	Within 8 hours
High	Response time	Within 2 hours
	Frequency of status updates	Daily
	Escalation to support manager	Within 72 hours
	Escalation to executive manager	As required
Medium	Response time	Within 24 hours
	Frequency of status updates	As required
	Escalation to support manager	1 week
	Escalation to executive manager	As required
Low	Response time	Within 24 hours
	Frequency of status updates	As required
	Escalation to support manager	1 week
	Escalation to executive manager	As required

2. CONTACTING SOPHOS TECHNICAL SUPPORT

You can contact Sophos Technical Support 24 x 7 x 365 as follows:

UK customers:

SophServ: **https://sophserv.sophos.com**

Email: **platinum@sophos.com**

Please ensure that initial access requests to SophServ state the following as your company name: ***SWGFL / <Company Name***