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**\*\*Renewal Quotes/ License resends only\*\***

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Desk hours - 8:30-8:00 Eastern

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## SonicWALL Program Overview

Dell™ SonicWALL™ security solutions enable organizations of all sizes to secure their network, systems, users and data with a deep level of protection that won't compromise network performance. Dell SonicWALL wired and wireless solutions are deployed in small and medium organizations as well as distributed enterprise environments, government, retail point-of-sale, healthcare and service providers.

### Key Products

**SuperMassive Series-** Designed for the large data centers, carriers, service providers and large enterprises to deliver scalability, reliability and deep security for 10+ Gbps networks.

**E-Class NSA Series** - These Next-Generation Firewalls deliver security and reliability for mid-size to large enterprises.

**NSA Series-** These Next-Generation Firewalls deliver security and reliability for mid-size organizations and distributed networks.

**TZ Series-** Superior protection & high performance Unified Threat Management firewalls.

**Clean Wireless Series-** High-performance 802.11n technology delivers unparalleled wireless security and performance.

**WXA Series-** Designed to reduce application latency, conserve bandwidth and significantly enhance WAN application performance.

**Network Security-** Essential to an intelligent and highly adaptive security system, Dell SonicWALL Next-Generation Firewalls offer superior protection and, unlike competitive offerings, massively scale to extend state-of-the-art security to growing and distributed enterprise networks. Dell SonicWALL security appliances can also be deployed as Unified Threat Management firewalls.

**SSL VPN Secure Remote Access-** Today, your office is where you are. That's why Dell™ SonicWALL™ Secure Remote Access (SRA) Series offers SSL VPN access to mission-critical resources from virtually any endpoint—including desktops, laptops, PDAs and smartphones. There's a scalable remote access solution for every organization—from the smallest business to the largest global enterprise.

**Anti-Spam & Email Security-** Many anti-spam protection solutions are cumbersome to manage and inflexible to use, resulting in frustrated users and a higher-than-expected cost of ownership. Dell™ SonicWALL™ Email Security solutions are different, as they employ a variety of proven and patented technology designed to block spam and other threats effectively, easily and economically.

**Backup & Recovery-** Dell™ SonicWALL™ Continuous Data Protection (CDP) Series enables your business to preserve, replicate, archive, govern and restore data with ease. New and advanced features streamline backup operations and manage information assets efficiently and intelligently.

**Endpoint Security-** Every day, sophisticated new virus, spyware, spam and phishing threats emerge to threaten endpoints such as network servers, desktops and laptops. Professional hackers are constantly looking to steal valuable data and disrupt business networks. Dell™ SonicWALL™ Endpoint Security offers two awardwinning, comprehensive threat protection solutions.

**Centralized Management & Reporting-** Dell SonicWALL's management and reporting solutions provide a comprehensive architecture for centrally creating and managing security policies, providing real-time monitoring, traffic analysis and delivering intuitive reports. Whether your organization is a small- or medium-sized business, a distributed enterprise or a managed service provider, Dell SonicWALL has a solution for you.

## Maintenance/Support

Multi Year Options are available. These include 1, 2 and 3 year Services. Below are the support options SonicWALL offers:

- **SonicWALL Comprehensive Gateway Security Suite (CGSS)** - Includes Gateway Anti-Virus, Anti-Spyware and Intrusion Prevention Service, Content Filtering Service and 24x7 Support
- **SonicWALL TotalSecure** - Includes Appliance and Comprehensive Gateway Security Suite (CGSS) which includes: Gateway Anti-Virus, Anti-Spyware and Intrusion Prevention Service, Content Filtering Service and 24x7 Support
- **SonicWALL TotalSecure Email** - Includes appliance or software license, Anti-Spam, McAfee Anti-Virus, Anti-Phishing, Compliance, 24x7 Support
- **SonicWALL TotalSecure Email Renewal** -Includes Anti-Spam, McAfee Anti-Virus, Anti-Phishing, Compliance, 24x7 Support; available for all Email Security systems
- **SonicWALL Service and Support (8x5 or 24x7) Includes** - firmware updates and upgrades, Web and phone-based support, Advance Exchange hardware replacement

## Media

Key codes are registered via MySonicWALL.com. If you are having trouble activating/registering your support please call SonicWALL customer support at 1-888-793-2830.

## Authorization Requirements

SonicWALL requires sales authorization for any SonicWALL product.

## Ordering Requirements

SonicWALL does not have a minimum order requirement.

To assure prompt processing of your SonicWALL order, please be sure to include the following information when placing your order with us:

- End user Company name
- End user Company address
- End user contact name
- End user contact phone number
- End user contact e-mail

- Reseller contact name
- Reseller contact phone number
- Reseller contact e-mail
- Ingram Micro quote number
- License/Serial Number for renewal.

## **Product Delivery**

SonicWALL's normal processing time on licensing orders for standard products is 3-5 business days.

## **Renewals**

If support has expired there will be a need for a reinstatement fee with any 1 year purchase/renewal. Otherwise, if the 1 year support is activated, the support will backdate to the previous expiration date. If the 2 or 3 year support options are purchased the need for the reinstatement fee is waived.

- Reinstatement fees are purchased directly through SonicWALL. Please reach out to your SonicWALL rep or feel free to call the SonicWALL customer service line in regards to purchasing a reinstatement fee. SonicWALL Tech Support/Customer Service: (888) 793-2830

## **Returns Overview**

SonicWALL licensing/support has a no returns policy. SonicWALL will take returns on an exception basis only. There must be a valid reason for the return (wrong product or over ordering are not valid reasons) and each exception must be approved by SonicWALL.

To request a return, please contact us with the following information:

- Your Ingram account number
- Your PO #
- Ingram Order number
- SKU of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return

Please contact our licensing desk with any questions.

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