



Configuration Service

We guarantee the highest level of performance from your firewall

Key Benefits

Comprehensive Professional Configuration - Completed by certified engineers who ensure that you get the great value possible from your firewall

Secure Remote Access - Configuration & testing of VPN tunnels for multiple deployments

Effortless Deployment - A true plug & play security deployment

On-Going Support - Advanced Level configuration includes 30 days of our Managed Services to keep you secure

No Risk to You - 100% money back guarantee if you are not completely satisfied

**Contact Us Today
To Get Started**

866.403.5305

sales@firewalls.com

Service Deliverables

- Complete survey and review of network security needs
- Configuration of firewall based on outlined needs
- Configuration of wireless access points
- VPN tunnel setup and testing with 2 or more configurations
- Phone assistance throughout installation
- After-hours deployment & migration services (*Advanced Level only*)
- Access to Web-based network health monitoring system
- System analysis and proactive threat detection
- Comprehensive outage remediation
- Wireless IDS for rogue wireless access point detection

Since 1999, we have focused on configuring, troubleshooting, and supporting firewall solutions for our customers. The Firewalls.com team of network security professionals has the necessary specialized skills, experience, and knowledge to implement best practice configurations as well as updates to ensure you get the highest efficiency from your firewall.

Our Configuration Service comes at zero risk to you. Our Reseller Ratings reviews are verifiable proof that we generate great results for hundreds of small, medium, and enterprise companies nationwide. We are so confident in our services that we offer a 100% money back guarantee if you're not completely satisfied with your configuration service.

Your Configuration Service includes:

- ✓ Complete survey & review of your unique needs
- ✓ Configuration plan based on your security expectations
- ✓ Configuration of two wireless access points
- ✓ VPN tunnel setup and testing with two or more configurations
- ✓ After-hours deployment & migration services *
- ✓ 30 days of phone assistance with installation*
- ✓ 30 days of access to Web-based network health monitoring system*
- ✓ 30 days of system analysis and proactive threat detection*
- ✓ 30 days of comprehensive outage remediation*
- ✓ 30 days of wireless IDS for rogue wireless access point detection*

Value

The pre-installation survey we utilize is time-tested and sound. Our vast network security experience and firewall configuration expertise offers you the peace of mind that you will receive a product and service tailored perfectly to your needs. We take the time to explore exactly what you expect from your security appliance.

We deliver properly configured firewalls and wireless access points quickly and provide additional phone assistance upon installation.

Appropriate VPN design, implementation, and management, along with accurate system reporting, are all complex and crucial aspects that affect your overall satisfaction with the appliance. Rest assured that we will set up and test VPN tunnels with the necessary precision to allow your users seamless remote network access.

Complicated deployments of larger firewall series may require after-hours service, which we gladly provide if necessary.

The inclusion of 30 days of Advanced Level Managed Services means that your security experience gets off on the right foot.

Phone support alone can prove invaluable resource throughout the setup process. With the additional access to our Web-based monitoring system and proactive threat detection with comprehensive outage remediation and wireless IDS, you can trust that your network is being watched around the clock with care you can rely on.

While every business has unique needs, we have found that many of our customers share a baseline of common configurations options. Below are just a few examples to provide a general indication of what our firewall device configuration services encompass:

Establish Virtual Private Networks - Setup of VPN tunnels between two or more locations to share files and resources

Co-Location Lockdown - Protect servers located in a datacenter while increasing overall network performance

Employee Remote Access - Enable employees to access your network from home or while traveling

VoIP Optimization - Establish a secure VoIP deployment with emphasis on optimizing traffic for a high quality of service level for VoIP traffic

Protecting Email Servers - Optimized advanced security features on your appliance to enhance and protect data passing through your company's email server

Optimizing Network Traffic - Segment and control network traffic to increase the local network and Internet access performance

Granular Content Filtering - Deploy a comprehensive filtering strategy to meet Human Resources requirements in protecting your workforce

Purpose-Built Firewall Policies - Establish access controls to maintain where your traffic is going

Active Directory Integration - Integrate Active Directory into your configuration for Remote Access User authentication, enforce group-based policies, & bring identity to reporting

Our Time-Tested Methodology

The Firewalls.com proprietary method of setting up new security appliances has been developed exclusively by our support team with the customer in mind

- ✓ We have developed a 50-step checklist to secure your appliance
- ✓ The process begins by discussing at length the needs and expectations that you bring to the table, identifying the specific objectives that must be accomplished with your appliance
- ✓ By working closely with you throughout the configuration journey, we ensure that we devise a configuration plan which aligns with your requests and unique challenges
- ✓ A smooth transition plan is mapped out and followed to achieve the highest level of service, ensuring a safe and seamless deployment

100% Money Back Guarantee

With a decade and a half of experience providing configuration, troubleshooting, and support for hundreds of firewall appliances, our team of certified engineers are extraordinarily equipped to handle any challenge. We are confident enough in the abilities of our team that we back our service with a 100% satisfaction guarantee. If Firewalls.com is unable to provide you with the service and results that you expect, we will provide a complete refund, guaranteed.

What Our Customers Are Saying

“Excellent service! Your engineers shipped the firewall to us, we plugged it in, and it worked perfectly. We will definitely use your service for our other branch offices.”

Alan Booker - Director of Technology, Carr Metal Products Inc.

“I would highly recommend anyone who does not have a good understanding of how firewalls work to use your service. I tried to read the manual but found my time was better spent with running my company. Thank you.”

John Hanson - President, Situation Technologies, LLC

“I am glad I found you guys. Outstanding job on the configuration of our new firewall. Works great!”

Paul Brady - Owner, Paul M. Brady CPA, Inc.

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Service Level Comparison

Configuration Service Features	Standard	Advanced
Complete survey & review of security needs	Yes	Yes
Custom firewall configuration	Yes	Yes
Configuration of 2 wireless access points	Yes	Yes
VPN tunnel setup and testing	Yes	Yes
Work performed during business hours	Yes	Yes
Post-deployment phone assistance	7 Days	30 Days
100% satisfaction guarantee	Yes	Yes
30 days of Advanced Level Managed Services	No	Yes
After-hours deployment & migration service	No	Yes
Access to network health monitoring system	No	Yes
Comprehensive outage remediation	No	Yes
Wireless IDS for rogue wireless access point detection	No	Yes