



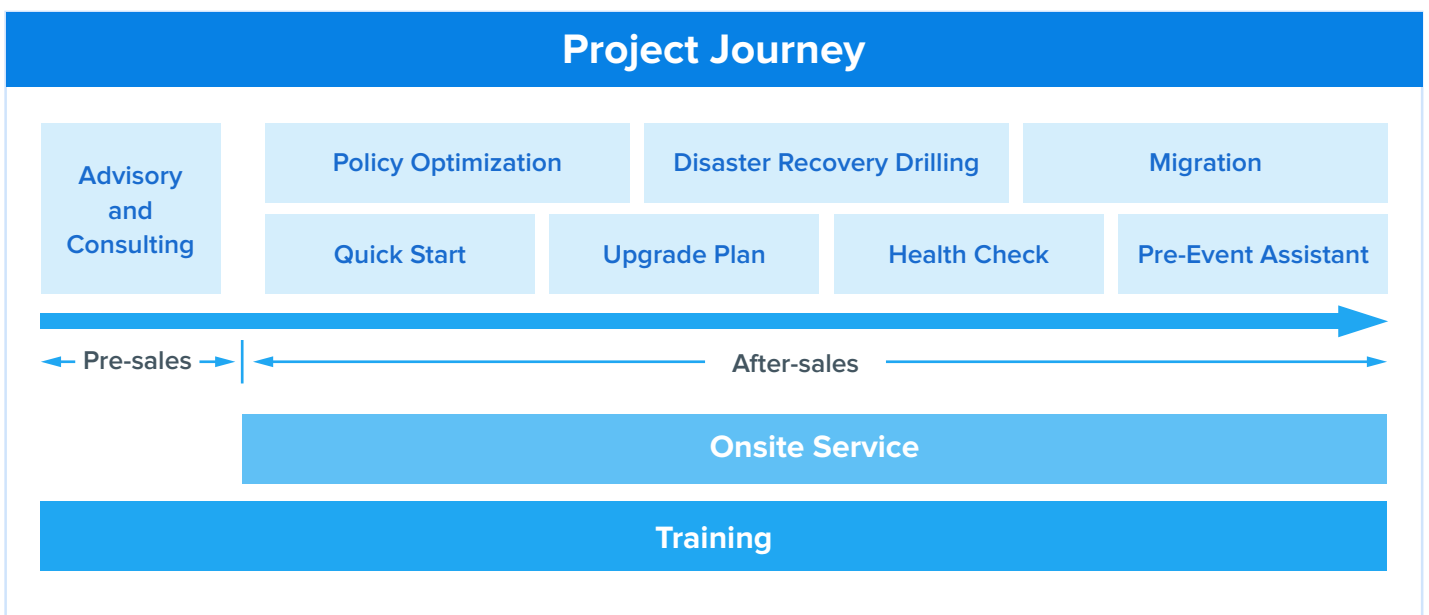
SANGFOR PROFESSIONAL SERVICES

Service Overview

Sangfor understands that you may face challenges such as budget pressure, skill limitations, and a tight deployment schedule when embarking on a new network project. In order to achieve the project's objectives, it is crucial to cover the costs and ensure that the deadline meets business requirements.



Sangfor Professional Services are designed to accompany you throughout the whole project journey. Our aim is to help you kickstart your business quickly and maximize the return on investment (ROI) of your project. With Sangfor's backing, you will be able to configure and deploy your products swiftly and optimize them to align perfectly with your business requirements.



Service Item	NGAF	IAG	HCI	Cyber Command	Endpoint Secure	VDI	Others
Advisory and Consulting	●	●	●	●	●	●	○
Quick Start	●	●	●	●	●	●	○
Upgrade Plan	●	●	●	●	●	●	○
Policy Optimization	●	●	○	●	●	○	○
Health Check	●	●	●	●	●	●	○
Disaster Recovery Drill	○	○	●	○	○	○	○
Migration	○	○	●	○	○	○	○
Pre-Event Assistant	●	●	●	●	●	●	●
Training	●	●	●	●	●	●	●
Onsite Service	●	●	●	●	●	●	●

ADVISORY AND CONSULTING

Service Application Scenarios:

- Limited proficiency in designing the business architecture
- Inadequate means to identify potential security vulnerabilities and weaknesses

Applicable Products: NGAF, IAG, HCI, Cyber Command, Endpoint Secure, VDI

Service Deliverables:

- Project Plan: Project milestones, main tasks, owners, timeline, etc.
- Technical Documents: Solutions, network diagram, existing configurations, best practices.

Benefits: Leverage a professional and experienced service to ensure your network is secure, stable, and meets your goals.

QUICK START

Service Application Scenarios:

- Insufficient professionals to deploy or maintain devices
- Urgent projects

Applicable Products: NGAF, IAG, HCI, Cyber Command, Endpoint Secure, VDI

Benefits:

- The design and implementation plans are closely aligned with your environment and goals.
- Ensure the smooth implementation, tuning, and transfer of products, allowing you to enjoy worry-free service from delivery to operations and maintenance.

Service Deliverables:

- Installation Plan: Milestones, tasks, owners, timeline
- Deployment Information: Network diagram, IP addresses, configuration matrix
- Deployment and configuration
- Verification and tuning
- Acceptance report
- Report: Login information, points of attention, backup configuration
- Knowledge Transfer: Training

UPGRADE PLAN

Service Application Scenarios:

- Major version upgrades or the need for multiple upgrades
- Devices with patches and customizations
- High availability (HA) configuration
- Concerns about business continuity and data security risks associated with upgrades

Applicable Products: NGAF, IAG, HCI, Cyber Command, Endpoint Secure, VDI

Service Deliverables:

- Upgrade Plan: Tasks, owners, timeline
- Upgrade Inspection: CPU, memory, disk, etc.
- On-premises backup device
- Checklist and monitoring after upgrading
- Acceptance report

Benefits:

- Minimize risks associated with upgrades
- Improve the stability and functionality of new features

POLICY OPTIMIZATION

Service Application Scenarios:

- Concerns about potential risks with current security policies
- Complex network environments with disorganized security policies (e.g., duplicate, outdated policies)

Applicable Products: NGAF, IAG, Cyber Command, Endpoint Secure

Service Deliverables:

- Planning and scope
- Policy configuration and optimization
- Verification
- Acceptance report

Benefits:

- Eliminate security risks that arise from sub-optimal configurations and misconfigurations
- Simplify operations and maintenance by getting security policies in order

HEALTH CHECK

Service Application Scenarios:

- Insufficient professionals to maintain devices
- Concerns about device stability and security status
- Concerns about business continuity and data security

Applicable Products: NGAF, IAG, HCI, Cyber Command, Endpoint Secure, VDI

Service Deliverables:

- Usage: CPU, memory, hard disk, network traffic, etc.
- Backend: Processes, latency, patches, etc.
- System Settings: Weak passwords, log backup, database, warnings, etc.
- Cyber Command and STA connection
- Policy Check for NGAF: Hit count, invalid policies, misconfigured policies, NAT policy (opened port), etc.
- Policy Check for IAG: Invalid policies, misconfigured policies, NAT policy (opened port), customized objects, data center logs, etc.
- Policy Check for HCI and VDI: Backup policy, warnings and alerts
- Policy Check for Endpoint Secure: Prevention, defense, detection, response
- Health check report and recommendations

Benefits:

- Comprehensive health checks
- Ensure device stability
- Mitigate emerging risks
- Acquire maintenance knowledge

PRE-EVENT ASSISTANT

Service Application Scenarios:

- Major events during which business continuity needs to be safeguarded

Applicable Products: NGAF, IAG, HCI, Cyber Command, Endpoint Secure, VDI

Service Deliverables:

- Pre-event check and support plan
- Onsite or remote backup and support during the event
- Service review and recommendations

Benefits:

- Minimize business disruption
- Minimize the risk of data loss

DISASTER RECOVERY DRILL

Service Application Scenarios:

- Concerns about disasters impacting business continuity and data security
- Insufficient skills or expertise to evaluate and execute disaster recovery drills

Applicable Products: HCI

Service Deliverables:

- Disaster recovery drill project and plan
- Review and optimize disaster recovery settings
- Execute the disaster recovery drill, record the data, RPO (recovery point objective), RTO (recovery time objective), etc.
- Disaster recovery drill report and recommendations
- Knowledge transfer

Benefits:

- Minimize the potential risks of disasters to businesses continuity and data security
- Meet business RPO and RTO requirements
- Simplify disaster recovery operations

MIGRATION

Service Application Scenarios:

- Concerns about business continuity and data security risks associated with migrations
- Insufficient skills or expertise to evaluate and execute migrations

Applicable Products: HCI

Service Deliverables:

- Information Collection: System information list
- Migration Plan: Capacity, performance assessment, migration plan
- Migration: Migration guide
- Testing and verification
- Acceptance report

Benefits:

- Minimize business disruption due to migration
- Minimize the risk of data loss due to migration
- Expedite the migration process and ensure its stability
- Accelerate business rollout

TRAINING

Service Application Scenarios:

- Become a Sangfor Certified Operations Associate
- Product training
- Insufficient knowledge or skills to maintain devices
- Eager to gain industry knowledge

Applicable Products: NGAF, IAG, HCI, Cyber Command, Endpoint Secure, VDI

Service Deliverables:

- Product training as per request
- Professional industry knowledge
- Sangfor certified exam and certification

Benefits:

- Gain a deep understanding of Sangfor products and industry know-how
- Improve professional skills and competence

ONSITE SERVICE

Service Application Scenarios:

- Emergency support
- Project assistance

Applicable Products: NGAF, IAG, HCI, Cyber Command, Endpoint Secure, VDI

Service Deliverables:

- Onsite service as per request
- No pre-defined items as part of the onsite support service

Benefits:

- Onsite technical support for installation or troubleshooting
- Flexible and customized service
- Professional and efficient
- Streamline processes and expedite project progress
- Resolve issues and reduce risks