

Priority Technical Support Partner Brief

PARTNER SUPPORT

Expert technical support for Silver and Gold Medallion Partners

Overview

A key component of the SonicWALL® Medallion Partner Program, Priority Technical Support provides Silver and Gold Medallion Partners with a comprehensive portfolio of benefits, tools and resources designed to increase profitability and create competitive advantage. With 24x7 access to SonicWALL's team of senior support engineers, partners are able to leverage a wealth of experience and knowledge to help rapidly resolve critical Level 2 and Level 3 client issues. Features such as pre-approved RMAs expedite the hardware replacement process while advanced configuration assistance educates and upskills partner staffs, improves operational efficiencies and increases client satisfaction. Through Priority Technical Support, partners can take advantage of SonicWALL's ongoing commitment to help them grow their business and be more profitable.

Benefits

- 24x7 access to a designated pool of experienced senior support engineers
- Fast telephone response times – less than three minutes on average
- Pre-approved RMA process for Next Business Day hardware replacement (when requested the previous day by 12 PM PT)
- Dedicated phone line and email alias for Silver and Gold Medallion Partner use only
- Any member of your staff may contact SonicWALL for support, not just those with SonicWALL Certified SonicWALL Security Administrator (CSSA) certification
- Assistance with the configuration of advanced features

Value Proposition for Your Business

- Receive the highest levels of technical assistance for Level 2 and Level 3 issues with around-the-clock access to an experienced senior Support Engineer
- Expedite the RMA procedure and receive approval for a replacement appliance in minutes through SonicWALL's pre-approved RMA process
- Spend less time on the phone and resolve client issues quickly with fast response times
- Learn how to configure advanced software and firmware features on your clients' SonicWALL solutions

How It Works

Priority Technical Support enables Silver and Gold Medallion Partners to receive assistance on Level 2 and Level 3 issues. Resolving Level 1 issues is the sole responsibility of Silver and Gold Medallion Partners. To receive assistance from SonicWALL Technical Support on Level 2 and Level 3 issues, please take the following steps:

- Make sure the appliance that requires assistance has an active support contract
- Contact SonicWALL Technical Support via phone, email or Web to open a new case
- Provide your unique Partner ID and the serial number of the appliance
- To request a "pre-approved" RMA you will also need to provide a shipping address

Take Action

If you are a Silver or Gold Medallion Partner you were sent an email with your unique Partner ID and a dedicated toll free phone number and email alias. The Partner ID is exclusive to your business and should not be given to anyone who is not a member of your organization. Your entitlement to receive Priority Technical Support is validated by the Partner ID for uniqueness.



"SonicWALL Priority Technical Support provides an additional security blanket for our support personnel, giving them around the clock access to a pool of experts so they can quickly resolve any client issues. This level of support is invaluable, in not only helping configure systems and troubleshoot client issues, but also in educating and upskilling our workforce to continually improve the services Solutions Granted offers."

Michael Crean, President
Solutions Granted, Inc.

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Frequently Asked Questions

Q.: Who is eligible to receive SonicWALL Priority Technical Support?

A.: Priority Technical Support is available to SonicWALL Silver and Gold Medallion Partners only.

Q.: Why do I have a Partner ID?

A.: SonicWALL is providing Silver and Gold Medallion Partners with a unique Partner ID. Having an ID that is specific to your business will help SonicWALL to properly identify your organization when contacting SonicWALL and ensure that you and your team receive the benefits of Priority Technical Support.

Q.: How do I contact SonicWALL to receive Priority Technical Support?

A.: To ensure you receive all the benefits of Priority Technical Support, please use only these methods to contact SonicWALL. They include:

- **By Phone** – Call the toll free phone number listed in the Priority Technical Support welcome email from SonicWALL. Provide your Partner ID and the serial number of the appliance to the Customer Service Agent.
- **Via Email** – Email SonicWALL using the email alias provided by SonicWALL. The “From” address used to send the email must be associated with a valid MySonicWALL account. Include your Partner ID and the serial number of the support-entitled appliance in the email’s Subject line. Be sure to include all the dashes present in your partner ID including the “1-” (e.g. one, dash) prefix.
- **On the Web** – Log onto your account through either the MySonicWALL or public website to open a new web support case. Note, the person opening the case must be registered as a user under your main Partner MySonicWALL account.

SonicWALL’s line-up of dynamic security solutions



NETWORK
SECURITY



SECURE
REMOTE ACCESS



WEB AND E-MAIL
SECURITY



BACKUP
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POLICY AND
MANAGEMENT

SonicWALL, Inc.

2001 Logic Drive, San Jose, CA 95124
T +1 408.745.9600 F +1 408.745.9300
www.sonicwall.com



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