

DOCUMENT* PRESENTED
BY WICK HILL

The best support offering in the industry

Faster Responses, Smarter Support

- **Hardware warranty** with advance hardware replacement included
- **LiveSecurity phone techs** target a 4-hour response time in every international time zone
- **Software downloads** bring you the latest updates, feature enhancements, and new capabilities
- **Advance hardware replacement** saves you time and money
- **Online self-help** offers technical research and product training



Earth-friendly technology

WatchGuard® knows just how important support is when you are trying to secure your network with limited resources. You require greater knowledge and assistance in a world where security is becoming more critical, and LiveSecurity® Service gives you the backup you need, starting with an initial LiveSecurity subscription* that supports you from the moment you register your WatchGuard appliance.

Our integrated security appliances and services are backed by superior support designed to protect your network, save valuable time, and maximize your security investment. We'll assist you in understanding what's happening in your network, and show you what to do to ensure that all the components of your security system work together to protect your organization. And we're standing by if you need reinforcements.

Hardware Warranty

Having an active LiveSecurity subscription extends the one-year warranty that is included with each WatchGuard security appliance.** Not only that, LiveSecurity provides advance hardware replacement, which means that should there ever be a hardware failure, WatchGuard will ship a replacement in advance of receiving the returned appliance to minimize downtime.

Software Updates and Enhancements

There's no such thing as "set it and forget it" security. LiveSecurity gives you ongoing software updates to ensure your security is always working in top form. Unlike other security vendors, we give you more than just the standard fixes. You get feature enhancements, full-rev updates, and new capabilities as long as your subscription is active.

Obtaining software updates is easy, with no additional cost or paperwork. Simply download them from the LiveSecurity home page, and you're up to date!

Your Early Warning System

The heart of LiveSecurity is the WatchGuard Rapid Response Team. This group of seasoned experts closely monitors daily security developments and emerging hacker techniques, delivering timely, concise security intelligence directly to your email inbox. These are more than just automated alerts. They provide relevant information that will help you stay ahead of attackers, with specific commentary on how your WatchGuard systems can block or reduce the risk.

LiveSecurity keeps you informed with alerts that are:

- **Timely:** When new threats arise, you're among the first to know
- **Concise:** You'll know within seconds what the issue is and how important it is to you
- **Comprehensive:** LiveSecurity reports cover substantive network security issues for Microsoft® Windows®, Macintosh®, and UNIX®/Linux



The LiveSecurity team targets a 4-hour response time

- **Practical:** LiveSecurity alerts always list specific steps you can take to address a new threat

Superior Customer Care and Expert Technical Support

Twenty-four hours is a long time when your network is at risk, but that's the response time many security companies think is reasonable. WatchGuard Technical Support responds quickly – within 4 hours in most cases. In addition, our support team is available 12 hours every day in every international time zone. Priority queuing for critical issues is also available.

“WatchGuard customer support is head and shoulders above the rest.”

*Kyle Young, senior technical analyst,
Houston Community Call Center*

LiveSecurity offers a variety of technical support services to meet your needs, from VPN installation services to a premium program for companies requiring 24/7 support and a 1-hour response time. Results-driven WatchGuard support engineers take ownership of your problem and partner with you to help resolve issues, even if the trouble isn't caused by our product.

*When you purchase a Firebox X e-Series security appliance, you can select the LiveSecurity subscription option that best fits your budget cycle and renewal schedule – an appliance with a full one-year subscription to LiveSecurity, or an appliance with an initial 90-day subscription.

**Hardware warranty sold separately for SOHO, SOHO6, Firebox® III, and Vclass products

Expert Guidance

Today's network security environment changes so quickly that if you blink, you can start falling behind. By taking advantage of LiveSecurity instruction, you'll be better equipped to handle security issues as they arise. No other security vendor does as much to educate you in the role of security-savvy network administrator.

- **SecurityWise Training Courses:** Improve your organization's network security by heightening your users' security awareness, behaviors, and sense of personal responsibility
- **Video training:** Sometimes the best way to learn is to see it for yourself; these videos show examples such as how to upgrade your product, ways to defend against rootkits, and more
- **Advanced FAQs:** Get important information about configuration options and operation of systems and products
- **Interactive User Forum:** Post issues and get help from other users and WatchGuard staff

- **Latest Product Resources:** Receive all-hours access to user guides and online help
- **Searchable Knowledge Base:** Access support resources such as FAQs, tutorials, and online help systems, plus information on known issues and fixes

Warranties That Work for You

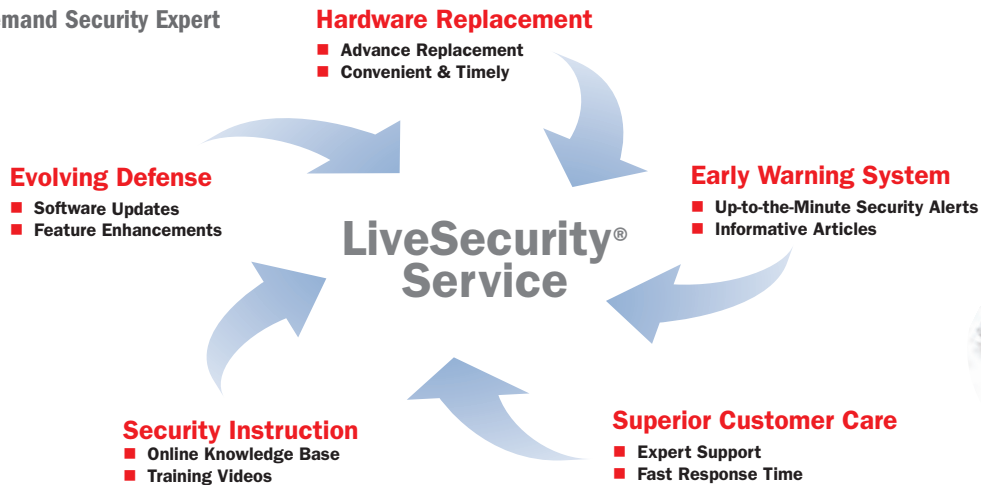
All WatchGuard hardware comes with a 1-year limited hardware warranty to keep your firewall in top shape and keep your network protected. When your year is up, extend your warranty easily by renewing your LiveSecurity subscription through an authorized WatchGuard reseller.

For details on warranties, visit www.watchguard.com/products/warranty.asp.

For more information on the Out of Warranty Advance Replacement Program, visit www.watchguard.com/support/warrantyout.asp.

To purchase or renew a 1-year LiveSecurity subscription, contact your WatchGuard reseller, or use your WatchGuard log-in to visit our online store at <https://www.watchguard.com/store/default.asp>.

LiveSecurity®: Your On-Demand Security Expert



LiveSecurity Service – Get it!

Don't face network security alone. Get the best backup in the industry with a LiveSecurity subscription. WatchGuard knows what you're up against, and has support options for every need.

Contact your reseller or call WatchGuard at **1.800.734.9905 (U.S./Canada)** or **+1.206.613.0895** to subscribe today.

Got it? Don't Lose it!

Is your LiveSecurity subscription about to expire? Don't wait – damage to your network is costlier than a subscription renewal. Play it safe with up-to-the-minute security warnings, software updates, technical support, advance hardware replacement, training and tutorials, and self-help resources.

Contact your reseller or call WatchGuard at **1.800.734.9905 (U.S./Canada)** or **+1.206.613.0895** to renew today.

NEW!

Subscription Options

When you purchase a Firebox X e-Series security appliance, you can select the **LiveSecurity subscription option** that best fits your budget cycle and renewal schedule – an appliance with a full **one-year** subscription to LiveSecurity, or an appliance with an initial **90-day** subscription.