Netgate Global Support

Complete Business Assurance

Your network is the backbone of your business. But even with the best products, the unexpected can happen. Installation? Configuration? Activation? Outage? Get the peace of mind of knowing Netgate is on it.

World-Class Technical Support Experts

Issue Resolution in Minutes

98% Satisfaction Rating

The Netgate® Technical Assistance Center (TAC) is a 24x7 operation with a worldwide team of support engineers unparalleled at diagnosing and resolving issues - and fast. From branch office to headquarters, premises to cloud, we've got you covered.

Table of Contents

1. Business Assurance
2. Features and Options
3. Professional Services
4. Our Promise

netgate

sales@netgate.com

Business Assurance

As organizations grow - personnel will move, skill sets will shift, and IT complexity will increase. The last thing you need is a firewall, router or VPN outage that impedes business productivity or revenue - but it can (and does) happen. And, when it happens, fast problem resolution is everything.

A Negate TAC subscription is the most cost-effective path to business assurance – Tier 2/Tier 3 staff for pennies on the dollar. You'll get immediate access to world-class secure networking professionals who operate on the front line every day with customers just like you. Our expert support staff will get your problem diagnosed and resolved quickly and correctly.

- 67% of our subscribers call on pfSense Plus software TAC at least once within the first year of purchase
- 98% of our subscribers report that their requests are satisfactorily resolved within minutes
- An experienced secure networking engineer can cost you $200K loaded labor rate, or $200 an hour
- A firewall, router or VPN outage - even for small business – can cost $1000's of dollars in productivity and/or lost revenue

Features and Support Options

For pfSense Plus software support on Netgate appliances, AWS/Azure cloud instances, virtual and 3rd party hardware

Support Features For Netgate appliances, AWS/Azure pfSense Plus cloud instances, or 3rd party hardware	TAC Lite FREE*	TAC Pro $399/yr	TAC Enterprise $799/yr
Zero-to-Ping**	✓	✓	✓
24/7/365 Global Support		✓	✓
Response Time SLA		24 Hrs	4 Hrs
E-Mail / Portal Support		✓	✓
Telephone Support			✓
No Hidden Per-User Or Per-Feature Costs		✓	✓

***Free TAC Lite** - TAC Lite support is included at no charge when purchasing a Netgate appliance, cloud instance, or virtual machine.

****Zero-to-Ping** - We'll help get your Netgate appliance, AWS, or Azure firewall connected to the Internet and one connected client online and pinging outside the network.

Professional Services

(Professional Services is separate from TAC Lite, TAC Pro, and TAC Enterprise)

Business-grade networking poses inherent challenges, even when the network is confined to a single premise. These challenges multiply when a network extends to remote locations, the public cloud or external partners. Netgate Professional Services can assist you with the right solutions and proven best practices to optimize your network. Our trained experts will make sure that your company gets the most from our technology and expertise.

Why hire a Networking Services Provider?

A professional networking services provider can reduce or eliminate the need to retain staff with comprehensive networking expertise required to design, build and operate a high-quality, business-ready network. For all but the largest enterprises, it is far more efficient to engage third-party professional networking services at the level required, with the internal IT resources managing the project in accordance with overall business goals.

The key is to identify a partner with expertise and the ability to engineer and implement a network architecture to solve your business challenges across all locations — and a vendor-agnostic resource without allegiance to unnecessarily expensive networking, communications, and firewall equipment vendors.

Netgate: Professional Services Tailored to Your Needs

For enterprises with network strategies built on pfSense software, Netgate engineers and consultants are the premier experts on networking access software and hardware. Our expertise extends to all surrounding aspects of networking equipment and vendors. Effective and affordable, Netgate Professional Services serves today as the preferred partner of many enterprises that understand the value of high-quality networking without breaking the budget.

Professional Services

- Firewall Conversion
- Carrier solution recommendations
- Virtualization / Hypervisor ecosystems
- IPv6 qualification, design, and implementation
- Reliability / Supportability design simplification
- Authorized pfSense software training
- Network security assesments
- Network architecture and deployment guidance
- Testing and verification
- Network optimization
- Third party applications
- Requirements scoping

Contact us at **professional.services@netgate.com** to get started!

Our Promise

pfSense Plus open source driven firewalls and security gateways deliver outstanding value.
Combined with Netgate Global Technical Assistance Center (TAC) Support - it's an unbeatable solution.

Global

Our staff of engineers are strategically located around the globe to ensure you receive the highest level of support on your pfSense deployment - any time, day or night, anywhere in the world.

Responsive

With two support level choices, you can have an initial response SLA of 24 or 4 hours - depending on the criticality of your infrastructure. All trouble tickets are immediately assigned to an engineer for maximum efficiency.

Experienced

Uptime is critical. Our 24/7 world-wide team of support engineers are the most qualified to diagnose your issue and resolve it quickly, from branch office to enterprise, on-premise or in the cloud.

Focused

When you contact us for support, you get an engineer that will work with you to solve the problem. Pick the support subscription that's best for you and let's work together!

Get Complete Business Assurance Today.

Netgate Global Support gives you the peace of mind knowing you are in the best hands, allowing you to focus on your business. Get it now.

BUY SUPPORT NOW

CONTACT SALES