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Service Definitions



SD-WAN Service Definition Matrix

Key considerations when building your service definition matrix

- ✓ Ensure all stakeholders are involved in the process across product management, operations, technical support, service delivery, pre-sales and sales.
- ✓ Take the time to decide how many levels of service will be published initially at point of launch and then potentially later subject to demand. Starting with one service offering is not uncommon and in most cases makes a lot of sense if the target audience has been well profiled. You should aim to have no more than three levels to reduce complexity of positioning and service delivery.
- ✓ Ensure the levels of service align to the target customer profiles (As per the sponsorship and profiling phase), taking into account the required simplicity or complexity with how the customer will consume the service and engage with you as their provider.
- ✓ Build in frequent levels of engagement on upper levels of service such as account reviews, service reviews, reporting analysis workshops) to ensure customer satisfaction and enable you to regularly demonstrate added value.



An editable Excel version of this document is in your Accelerator Pack

		Standard	Enhanced
Management and Support Services			
Support SLA		24x7 – 1 hour response	24x7 – 1 Hour response
Support Type		Proactive Management	Proactive Management
Incidents/Events		10 incidents per month	Unlimited
Change Request SLA		Business Hours 24 hour notice	24x7 4 Hour notice
MSSP Managed		Fully Managed	Fully Managed / Co-Managed
Customer Management		Read Only	Restricted Changes
Network Services			
DSL		Supported	Supported
Ethernet (UTP or Fibre) up to 10Gb		Supported	Supported
4G/5G Capable		Supported	Supported
Security Services			
Firewall		o	o
SSL VPN (Client and Site to Site)		o	o
URL Filtering		o	o
Web Content Filter			o
Intrusion Prevention			o
Anti-Botnet		o	o
Anti-Spam			o
IP Domain Reputation		o	o
SSL Inspection		o	o
Data Leakage Protection			o
Policy Creation		Standard Policies	Bespoke Policies
Application Services			
Detect and prioritise Applications		Up to 100 Applications	All applications (currently over 3,000)
WAN Path Control and Remediation		o	o
Cloud Optimisation for IaaS and SaaS		o	o
Reporting Services			
Monthly Reporting		Standard Template Reports	Bespoke Reporting
Application Services			
Detect and prioritise Applications		Up to 100 Applications	All applications (currently over 3,000)
WAN Path Control and Remediation		o	o
Cloud Optimisation for IaaS and SaaS		o	o
Reporting Services			
Monthly Reporting		Standard Template Reports	Bespoke Reporting