Services

Extending Your Capabilities, Capacity and Coverage

New Zealand Services Catalogue

Westcon-Comstor Services works with our resellers and vendors to discover, develop and deliver opportunities that provide greater strategic insight, richer margin and longer-term customer engagements through our decades of experience and unique in-house skillsets of engineers, support decks, certifications and global delivery models.

Our Services Strategy covers Security, Unified Communications & Collaboration, Data Centre, Internet of Things & Networking, with Cloud being at the centre of these technologies.

Globally our Services offering is represented by 4 pillars; Supply Chain Services, Professional Services, Support Services and Education Services.

SERVICES PORTFOLIO

Our Services Strategy covers Security, Unified Communications & Collaboration, Data Centre, Internet of Things & Networking, with Cloud being at the centre of these technologies.

Support Services
Support, nurture, grow.

>> Tailored, global capabilities nurture, expand and enhance your own offering. <<

Professional Services
Capacity, capability, reach.

>> Extended scope, skill and reach when, how and where you need it. <<

Education Services
Enabled learning.

>> Enabled learning and certifications help you get ahead of the rest. <<

Supply Chain Services
End-to-end value.

» End-to-end support strengthens every stage of the sales cycle. «

Support Services

Our technical support capabilities are unique and distribution leading. We can provide you with the capability to deliver proactive monitoring support capabilities across multiple vendors and multiple technologies, so customers can focus on their business, not their technology.

Our Support Centre Services can also expand standard maintenance packages to include how-to support and remedial training onsite.

SUPPORT LEVELS

Westcon-Comstor offers a range of 8x5 and 24x7 support offerings varying from level 1, level 2 telephonic and remote support options to onsite break/fix services nationwide.

Support requests can be logged as follows:

- 24x7 telephonic response for priority faults
- Centralised email for non-critical faults
- Online ticket submission for non-critical faults

Initial response to requests will vary depending on the associated service level agreement purchased.

This catalogue describes the various support options provided by Westcon-Comstor and the associated vendor products.

Education Services

Westcon-Comstor can provide training focused on product launches, salesforce and channel enablement among other things and all of which includes solution and executive selling, certifications and associated skills development.

Westcon-Comstor Academy brings a comprehensive range of technical training programs, both certified & non-certified to you, extending your knowledge base and expanding your capabilities.

WHY CHOOSE WESTCON-COMSTOR ACADEMY AS YOUR PREFERRED LEARNING PARTNER?

Certified Instructors with strong field experience, providing best practices advice on how to successfully implement or manage a specific solution.

Dedicated labs and full access for every student.

Flexible and customised learning which can adapt to your specific needs; courses can be delivered in a classroom or onsite.

Certification-Ready training to prepare you for Vendor Certification, both in learning and practical preparation.

Professional Services

SOLUTION DESIGN

We use the latest architecture standards, guidelines and site templates so our teams have the tools to create the best site designs possible.

IMPLEMENTATIONS

Our technical engineering team will connect remotely to or be at a customer´s facility where physical or advanced implementations will be executed. Startup implementation can be during production network, at maintenance windows or out of office hours.

CONSULTANCY

We deliver business process consultancy that addresses problem resolution, solution validation & best solution advancement.

MIGRATIONS AND UPDATES

Onsite or remote translation of actual settings to newer version or migration to new solutions with more advanced configurations.

Westcon-Comstor Channel Services Engagement Process

- Reseller will nominate a suitable contact for Westcon-Comstor to liaise with for project documentation and service scheduling.

- A Statement of Work (SOW) is generated detailing the appropriate project deliverables and associated measurements, it also outlines the actual scope of the service bundle that has been ordered.

- Reseller reviews the scope and approves commencement of the project.

- Project initiation workshop is conducted and all pre installation / implementation detail is gathered and collated.

- Implementation is planned from this meeting once all pre requisites have been identified and met.

- Implementation conducted as per deliverables detailed in the SOW.

- Review all deliverables have been completed as per SOW and project completion sign of obtained.

- Service is invoiced.

Supply Chain Services
End-to-end value

WHAT IS SUPPLY CHAIN SERVICES?

With more than 3 decades of IT distribution experience, Westcon-Comstor has built a unique network of logistical resources, capabilities and expertise. Westcon-Comstor Supply Chain Services provide vital end-to-end solutions to our resellers worldwide with 8 purpose-built logistics centres serving 100 countries.

WHY SUPPLY CHAIN SERVICES?

Westcon-Comstor Supply Chain Services enable your staff to concentrate on more profitable work by assisting with time-consuming tasks such as offload system setup, testing and basic configurations, tagging, software updates and so much more.

Our Supply Chain Services include:

HOW SUPPLY CHAIN SERVICES HELP RESELLERS:

- Drive Efficiencies through expedited deliveries and deployments, as well as project-managed global orders across multiple vendors and across multiple technologies.
- Extend Profitability by attaching additional services margin to product sales through the services we can deliver to your end users.
- Add Value by utilizing end to end supply chain services, in turn , allowing the reseller to focus on core business.
- Broaden Offerings with services, such as reverse logistics, tagging, configuration/testing and storage that you can offer to your clients.
- Deliver CSR targets and reduce your organization's environmental impact by responsibly reusing and recycling legacy equipment.

Westcon | Comstor
Lifecycle Services

LOGISTICAL SERVICES

Westcon-Comstor Logistical Services employ processes that ensure orders arrive when and where they are needed. We handle multi-tech and multi-vendor local, regional and multi-national rollouts to extend your capabilities, capacity and geographical reach.

Westcon-Comstor's Logistics Services include:

- Inventory management
- Third-party warehousing and logistics (3PL)
- Custom labelling / custom kitting
- Private label delivery and customised packing slips
- Specialized & secure shipping / delivery options
- Transportation management

INTEGRATION SERVICES

Westcon-Comstor's Integration team ensures that your customers are satisfied and protected during system setup, testing, and basic configurations for installations. Our processes and methodologies provide the basis for services and task handling that instantly frees your staff to focus on core, profitable business.

- Tagging (Asset / RFID / UID)
- Staging services
- Component assembly and testing
- Software and firmware updates
- Configuration services
- Customer lab rental (long and short term)

Supply Chain - Managed Rollouts

What are Managed Rollouts?

With more than 3 decades of IT distribution experience, Westcon-Comstor has built a unique network of logistical resources, capabilities and expertise. Westcon-Comstor Supply Chain Services provide vital end-to-end solutions to our resellers worldwide with 8 purpose-built logistics centers serving 100 countries.

To stream line the customer rollout let Westcon-Comstor manage this for you. Westcon-Comstor Managed Rollouts will reduce double handling of CPE and on-site engineering costs, therefore increasing your margin.

How do Managed Rollouts work?

- Customer purchases the equipment and stores this at Westcon-Comstor within our facilities in Auckland, equipment can be held for as long as required
- Partner requests units to be shipped, this can be 1 unit at a time or multiple units
- Westcon-Comstor Services team stages the units as per the customer requirements and prepares kit for deployment. Kit is then deployed in line with the timeline supplied
- Westcon-Comstor provides a report that is in line with the customer requirements

Managed Rollouts Include

- Storage of CPE equipment till it is required onsite
- Pre-staging of devices, asset tagging & basic DOA testing prior to shipment
- Managed rollout of all devices to customers site
- Inventory reports on customer stock holding
- Provide reporting on serial numbers, mac addresses, tracking numbers

How Managed Rollouts Help Resellers:

- Westcon-Comstor manages the multiple site rollout's on your behalf
- Customer is able to purchase all kit upfront and then take advantage of on-demand rollout
- Units arrive staged ready for rack and stacking
- Reduced engineer and freight costs
- Increase competitiveness
- Re-allocate highly skilled personnel to focus on more deployments
- Accelerate time to deployment

CONTACT US AT WESTCON-COMSTOR SERVICES
Email: services.nz@westconcomstor.com
Phone: 09 415 6220

Support Services

Professional Services

Supply Chain Services

Education Services

New Zealand Services Line Card

Westcon-Comstor Services are able to provide a vast array of services across 4 main pillars – Professional, Support, Education and Supply Chain Services. Each area is designed to ensure we provide value and opportunity to our Partners. Below is a snapshot view of what we can offer, please speak to the contacts listed (or your own Westcon-Comstor account manager) for more detailed information:

Business Unit	Vendors	🎧	🛠	🌐	🎓
Security & Networking	Cisco	–	✓	✓	✓
	Juniper	–	–	✓	✓
	Palo Alto Networks	✓	✓	✓	✓
	Symantec	✓	✓	–	✓
	Check Point	–	–	–	✓
Collaboration	Avaya	✓	✓	–	✓
Cloud	AWS	–	✓	–	✓
	Symantec	✓	✓	–	✓
	Datadobi	–	✓	–	–
Data Centre	Cisco	–	✓	✓	✓
	IBM	–	✓	✓	✓
	NetApp	–	✓	–	✓
	Datadobi	–	✓	–	–

Westcon-Comstor conducts business across the region.
Please be aware that some services may be provided via a third party

Contact us

services.nz@westconcomstor.com | +64 9-415 6220

E-Recycling and E-Destruction Services Overview Factsheet

What is E-Recycling & E-Destruction Services?

With more than 3 decades of IT distribution experience, Westcon- Comstor has built a unique network of logistical resources, capabilities and expertise. Westcon-Comstor E-Recycling and E-Destruction Services provide vital end-to-end solutions to our resellers.

Westcon-Comstor will collect from your specified pick up and provide certification, that shows full and secure destruction and where possible recyclable goods turned in to Green Waste, saving from landfill equipment that is damaging to the earth.

Why E-Recycling & E-Destruction Services?

Westcon-Comstor E-Recycling and E-Destruction Services enable you to offer your end user clean, green, safe certified recycling and/or destruction of end-of-life, old and replaced IT Infrastructure equipment. Everyone wants to leave a cleaner, greener footprint and now with Westcon-Comstor you can offer your customers a safe and reliable alternative to landfill dumping options.

The issue of e-waste going in to landfill is not just the concern about toxins leaching into the ground and ultimately the water table or the amount of space e-waste occupies. Research shows that using recycled materials (plastic, metals, etc) produces up to 80% less carbon emissions than processing virgin materials.

How E-Recycling and e-destruction HelpS Resellers:

- A high rate of recycling – 95% to 98% of all materials from all e-waste.
- Regular detailed reporting and data management.
- A "Certificate of Recycling" for each batch/load where required.
- Relationship Management and Accountability. With Westcon-Comstor Services you have a single national point of contact to streamline communications and responsiveness and enhance accountability.
- Add value by utilising end to end supply chain services, in turn, allowing the reseller to focus on core business.
- Broaden offerings with services, such as reverse logistics, tagging, configuration/ testing and storage that you can offer to your clients.

CONTACT US AT WESTCON-COMSTOR SERVICES

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Phone: 09 415 6220

Westcon-Comstor can provide safe and certified destruction and recycling on most electronic equipment. From servers to desktops, printers to laptops. Anything that is electronic can be processed and recycled or securely destroyed.

Call our NZ Services team for further information or a quote for destruction or recycling.

Partner Hot Sheet Avaya Services

AVAYA - GOLDSEAL SUPPORT

What Is The Goldseal Services Offering?

Westcon-Comstor Services offers a full helpdesk capability for Avaya products. In addition to technical support, Westcon-Comstor are now also able to offer remote installation services for the Avaya products.

Westcon-Comstor Services are 100% channel centric & designed to support Partner's service offerings.

Key Partner Benefits

Make more margin! Increased discount, for Avaya Authorised Partners, get up to 10% discount when buying GoldSeal services.

- No need to invest in a support capability - use Westcon-Comstor as your support Partner.
- 24x7 support coverage by local certified engineers.
- Access to Avaya for Level 3 support via Westcon-Comstor.
- Westcon-Comstor systems will provide insight into renewal dates and help partners manage them, to maintain and grow annual regular support income.
- Westcon-Comstor provides vendor escalation and maintains local ownership throughout the incident.

Key Benefits at a glance:

- Avaya-certified engineers Technical Support Line
- Avaya Software Updates & Upgrades delivered as a part of GoldSeal Enhanced & Premium Maintenance
- Single contact number and clear escalation processes
- Direct access to Avaya for escalation requirements
- Automated renewal tracking built into your GoldSeal service
- Online incident tracking and email updates on ticket progress
- Onsite and Remote installation for Avaya products
- Deliver an end-to-end customer solution from product supply to an installed and supported deployment

What Is Covered By Goldseal Support?

LEVEL	SUPPORT LEVEL	SOFTWARE	HARDWARE
Voice	24 x 7, Phone, Email, Remote Support	All Software updates	Return to Base
Voice + APR	24 x 7, Phone, Email, Remote Support	All Software updates	Advanced Parts Replacement Next Business Day

What Service Level Agreements does GoldSeal Support offer?

SEVERITY LEVEL	SUPPORT DESCRIPTION	SUPPORT COVERAGE
Priority 1	The supported product is totally out of service with no acceptable work around, resulting in a loss of service affecting all users at a single site.	24 x 7 (Including public holidays)
Priority 2	The supported product is operating with severely reduced functionality, causing significant impact to the customer's business operations, or the loss of service impacting more than 25% of all users at a single site.	8am – 5pm Monday to Friday (Excluding public holidays)
Priority 3	The supported product is operating with reduced functionality, causing little or no impact to the customer's business operations, or the loss of service to less than 25% of all users at a single site.	8am – 5pm Monday to Friday (Excluding public holidays)

AVAYA - PROFESSIONAL SERVICES

Avaya Installation Service

The Avaya GoldSeal Remote and Onsite Installation Service allows Partners to sell professional services.

What is available?

Westcon-Comstor Services offers the ability to remotely configure Avaya solutions. Alternatively an onsite service can also be offered.

• Pre-Configuration Planning – collection of information to deploy the solution

• Remote/Onsite Configuration

Installation services are based on the completion of the Westcon-Comstor Statement of Work document for the Avaya solution. Westcon-Comstor Services will work with the Partner to issue this document for the customer to complete when the request is received.

Westcon-Comstor – Your Support Partner

• Technical support
• Remote installation
• Onsite installation
• Renewals tracking

Key Service Benefits:

• Single price point that covers both Planning and Configuration stages.

• Westcon-Comstor provide an entire solution, price competitive hardware and also ensure that the solution is deployed according to the highest standard, based on Avaya best practice.

• Westcon-Comstor Services enables resellers to go to market with an end to end Avaya offering.

• Cost and time efficient deployment leads to higher customer satisfaction.

• GoldSeal reduces costs, resellers are not required to invest in highly skilled engineers – Westcon-Comstor has already made this investment for you.

CONTACT US AT WESTCON-COMSTOR SERVICES

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Partner Hot Sheet - AWS Services

WESTCON-COMSTOR AWS ENTERPRISE SUPPORT OFFERING

Westcon-Comstor provides Enterprise Support for AWS. There are two service offerings - Westcon Enterprise Support 8X5 and Westcon Enterprise Support 24X7. These offerings are outlined below, in comparison to other AWS Support offerings.

	WESTCON ENTERPRISE SUPPORT 8X5	WESTCON ENTERPRISE SUPPORT 24X7
Customer Service and Communities	24x7 access to customer service, support forums documentation, whitepapers, and	24x7 access to customer service, support forums documentation, whitepapers, and
Best Practices	Access to full set of Trusted Advisor Checks	Access to full set of Trusted Advisor Checks
Health Status and Notifications	Access to Personal Health Dashboard and Health API	Access to Personal Health Dashboard and Health API
Technical Support	8x5 access to Cloud Support Engineers via email, chat & phone	24x7 access to Cloud Support Engineers via email, chat & phone
Who can open cases	Unlimited contacts/ Limited cases* (IAM supported)	Unlimited contacts/ Limited cases* (IAM supported)
Case Severity/ Response Times*	General guidance: <24 business hours System impaired: <12 business hours Production system impaired: <4 hours Production system down: <1 hour Business-critical system down: (Business Hours) <15 minutes	General guidance: <24 business hours System impaired: <12 business hours Production system impaired: <4 hours Production system down: <1 hour Business-critical system down: (After Hours) <30 minutes Business-critical system down: (Business Hours) <15 minutes
Architecture Support	Contextual guidance based on your use-case	Contextual guidance based on your use-case
Launch Support	Infrastructure Event Management (Included)	Infrastructure Event Management (Included)
Programmatic Case Management Third-Party Software Support	AWS Support API Interoperability & configuration guidance and troubleshooting	AWS Support API Interoperability & configuration guidance and troubleshooting

	WESTCON ENTERPRISE SUPPORT 8X5	WESTCON ENTERPRISE SUPPORT 24X7
Architectural Review	Access Architecture & Pre-Sales Review delivered by Westcon AWS Solution Architects	Access Architecture & Pre-Sales Review delivered by Westcon AWS Solution Architects
Operations Support	Westcon operational reviews, recommendations, and reporting	Westcon operational reviews, recommendations, and reporting
Security Review	1x Free Westcon Security Review with Dome9	1x Free Westcon Security Review with Dome9
Financial Optimisation Review	Westcon quarterly RI optimisation and Spot instance review	Westcon quarterly RI optimisation and Spot instance review
Training	Access to online self- paced labs	Access to online self- paced labs
Account Assistance	Assigned Westcon Support & Pre-Sales Concierge	Assigned Westcon Support & Pre-Sales Concierge
Proactive Guidance	Designated Westcon Technical Account Management	Designated Westcon Technical Account Management

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Partner Hot Sheet - AWS Services

AWS Professional Services

Westcon-Comstor provides Partners Professional Services expertise for AWS solutions, for your customers.

What is available?

Westcon-Comstor AWS Professional Services specialises in;

- Cloud Migration Services
- Hybrid Cloud Solution Design
- Cloud Back-up
- Cloud Security
- Proof of Concept (POC) Consultancy
- Technical Enablement Workshops
- Optimisation Execution

We have the experience and expertise to enable pre-sales, professional services and enterprise support.

The Westcon-Comstor AWS Professional Services are provided in a pre-sales, technical advice capacity, leveraging our experience with AWS in the local New Zealand market.

Key Benefits at a glance:

- Technical expertise from the leading AWS distributor.
- Westcon-Comstor distributes the entire AWS service catalogue. Our professional services team through our broader portfolio, can help you link AWS with aligned services and products, such as firewalls, disaster recovery assessments and migration services.
- Westcon-Comstor provides Services for Hybrid Cloud solutions, including vendor Solutions available on AWS Marketplace.

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WESTCON-COMSTOR – YOUR PROFESSIONAL SERVICES PARTNER

AWS has a commanding 34 percent of the Infrastructure-as-a-Service (IaaS) market, earning a leading position in Gartner's 2018 IaaS Magic Quadrant. Westcon-Comstor is a top-ranked global distributor of digital, physical and hybrid solutions, and trusted partner to thousands of resellers. With our expertise and combined services at your disposal, you can't help but achieve success.

Partner Hot Sheet Comstor Cisco Services

What Are Comstor Supply Chain Services?

With more than 3 decades of IT distribution experience Westcon-Comstor has built a unique network of logistical resources, capabilities and expertise. Comstor Supply Chain Services provide vital end-to-end solutions to our resellers worldwide with 8 purpose-built logistics centres serving 100 countries.

Why Comstor Supply Chain Services?

With Comstor as your trusted partner, you can offload system setup, testing and basic configurations for installations; instantly freeing up your staff to focus on more profitable work.

Staging Services

BASIC STAGING

- Unpacking, benching of device
- Assembly
- Power up & test - DOA
- Repacking and asset tagging
- Spreadsheet data reporting

ADVANCED STAGING

- All basic staging deliverables
- Install specific versions of software and/or firmware onto the device
- Apply customer supplied IP addressing
- Application of customers supplied asset labels
- Serial number & MAC address of all items recorded
- Configuration Services
- Install Mobile SIM card and Activation

Key partner benefits

Make more margin! Increased discount, for Cisco Authorised resellers, when buying Comstor Supply Chain Services.

- Ensure that your devices are practically turn key & ready to be installed and tested when they arrive at your customer's site.
- Access to skilled, certified & experienced onsite Engineers.
- Drive Efficiencies through expedited deliveries and deployments, as well as project-managed global orders across multiple vendors and across multiple technologies.
- Extend Profitability by attaching additional services margin to product sales through the services we can deliver to your end users.
- Add Value by utilising end to end supply chain services, in turn , allowing you to focus on your core business.
- Broaden Offerings with services, such as reverse logistics, tagging, configuration/testing and storage that you can offer your clients.

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*All staging services are subject to Comstors T&Cs, all pricing is indicative and this pricing may vary dependent on size of device or complexity.

Partner Hot Sheet Check Point

Westcon-Comstor are an Authorised Training Centre (ATC) for Checkpoint & can provide the following key courses.

CHECK POINT STARS PARTNER
>> AUTHORIZED << TRAINING CENTER

97%
Westcon Academy students have rated our instructors as outstanding or good.

MOST POPULAR CHECK POINT COURSES

Check Point Security Administrator
CCSA

R80 Check Point Security Expert R80
CCSE

- Book your courses online at academy. westconcomstor.com/au
- Pay using purchase order, credit card or training credits
- Combine different courses and book training across the globe
- Regular promotions announced
- Exams are delivered at Pearson VUE testing centres globally

CHECK POINT CYBER SECURITY ADMINISTRATOR (CCSA) R80.10

WHO SHOULD ATTEND?
Technical professionals who support, install, deploy or administer Check Point Software Blades.

COURSE GOAL:
Provide an understanding of basic concepts and skills necessary to configure Check Point Security Gateway and Management Software Blades.

PREREQUISITES:
- General knowledge of TCP/IP
- Working knowledge of Windows and/or UNIX, network technology and the Internet

COURSE TOPICS:
- Introduction to Check Point Technology
- Security Policy Management
- Policy Layers

- Check Point Security Solutions and Licensing
- Traffic Visibility
- Basic Concepts of VPN
- Managing User Access
- Working with ClusterXL
- Administrator Task Implementation

Check academy.westconcomstor.com/nz/ for more information

CHECK POINT CYBER SECURITY ENGINEERING (CCSE) R80.10

WHO SHOULD ATTEND?

Expert users and resellers who need to perform advanced deployment configurations of Check Point Software Blades.

COURSE GOAL:

Validate your understanding and skills necessary to configure and optimally manage Check Point Next Generation Firewalls.

PREREQUISITES:

- CCSA training/certification
- Working knowledge of Windows, UNIX, networking, TCP/IP, and the Internet.

COURSE TOPICS:

- System Management
- Automation and Orchestration
- Redundancy
- Acceleration
- SmartEvent
- Mobile and Remote Access
- Threat Prevention

CHECK POINT SECURITY MASTER (CCSM) R80.10

WHO SHOULD ATTEND?

This course is for customers and partners who want to learn the advanced skills to troubleshoot and configure Check Point Security Gateway and Management Software Blades:

- System Administrators
- Security Engineers
- Network Engineers
- CCSEs seeking higher certification

PREREQUISITES:

- CCSE
- General knowledge of TCP/IP
- Working knowledge of Windows and UNIX
- Working knowledge of network technology
- Working knowledge of the Internet

COURSE OBJECTIVES AND TOPICS:

- Firewall-1 administration and infrastructure review
- How policy changes impact chain module behavior
- Identify management issues and problems with commands
- Use commands to troubleshoot NAT stages
- Configure Manual NAT to define specific rules
- Use commands to review and clear connections table
- Modify files to allow traffic through a specific cluster member
- Locate the source of encryption failures using commands
- Use commands to verify VPN connectivity
- Identify any potentially mis-configured VPNs

- Tune NIC performance
- Increase size and improve hardware performance
- Improve load capacity
- Tune the firewall rule base
- Reduce load on Rule Base application
- Improve network performance
- Improve logging efficiency
- Use IPS Bypass to manage performance
- Configure VPN Tunnel Interface (VTI)
- Configure Open Shortest Path First (OSPF)
- Identify the wire mode function by testing a VPN failover

Sandblast Network (Zero-Day Protection Workshop) (One Day Course)

GETTING A STEP AHEAD OF THE UNKNOWN

Zero-day and advanced persistent threats use the element of surprise to bypass traditional security, making these threats difficult to protect against—and very popular with hackers. Traditional sandboxing was designed to help with these types of threats, but cybercriminals have evolved their techniques, creating evasive malware that can avoid detection by many sandbox solutions. As a result, many organisations find

themselves taking reactive steps to counteract infection, rather than preventing it in the first place.

To get ahead, enterprises need a multi-faceted prevention strategy that combines proactive protection that eliminates threats before they reach users, and state-of-the-art CPU-level exploit detection to expose even the most highly camouflaged threats.

COURSE GOAL:

Provide an understanding of basic concepts and skills necessary to configure Check Point Security Gateway and Management Software Blades.

COURSE TOPICS:

- Threat Anatomy
- SandBlast Threat Emulation
- SandBlast Threat Extraction
- ThreatCloud Emulation Service
- Deployment Scenarios
- SandBlast Troubleshooting

Check academy.westconcomstor.com/nz/ for more information

CHECK POINT SANDBLAST AGENT (One Day Course)

WHO SHOULD ATTEND?
Technical professionals who support, install, deploy or administer Check Point Software Blades.

COURSE GOAL:
Provide an understanding of endpoint security threats and learn the necessary skills to deploy, install, and manage SandBlast Agent.

PREREQUISITES:
- CCSA

COURSE TOPICS:
- Introduction to Endpoint Security Threats
- SandBlast Agent
- SandBlast Agent for Browsers

CHECK POINT STARS PARTNER ➤➤ AUTHORIZED ◄◄ TRAINING CENTER

SandBlast ZERO-DAY PROTECTION

CHECK POINT SANDBLAST MOBILE 2.59 (One Day Course)

WHO SHOULD ATTEND?
Technical professionals who support, install, deploy or administer Check Point Software Blades.

COURSE GOAL:
Provide an understanding of basic concepts and skills necessary to configure mobile devices in the SandBlast Mobile solution.

PREREQUISITES:
- CCSA

COURSE TOPICS:
- SandBlast Mobile Overview
- SandBlast Mobile Components
- Administration of SandBlast Mobile
- Threat Collection
- Data Collection, Storage, and Distribution

Cloud Security CloudGuard AWS

(One Day Course)

WHO SHOULD ATTEND?
Technical professionals who support, install, deploy or administer Check Point Software Blades. COURSE GOAL: Provide an understanding of basic concepts and skills necessary to configure Check Point vSEC products for use in Amazon Web Services.

COURSE GOAL:
This one day workshop provides an understanding of basic concepts and skills necessary to configure Check Point CloudGuard products for use in Amazon Web Services.

aws

CHECK POINT CloudGuard

PREREQUISITES:
- CCSA
- Basic knowledge of networking
- 6 months to 1 year of experience with Check Point products recommended

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Cloud Security CloudGuard Azure

(One Day Course)

Azure

WHO SHOULD ATTEND?
Technical professionals who support, install, deploy or administer Check Point Software Blades. COURSE GOAL: Provide an understanding of basic concepts and skills necessary to configure Check Point vSEC products for use in Microsoft Azure.

COURSE GOAL:
This one day workshop provides an understanding of basic concepts and skills necessary to configure Check Point CloudGuard products for use in Microsoft Azure.

PREREQUISITES:
- CCSA
- Basic acknowledge of networking
- 6 months to 1 year of experience with Check Point products recommended

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CONTACT US AT WESTCON-COMSTOR ACADEMY

Phone: 09 415 6220
Email: academy.nz@westcon.com

Check academy.westconcomstor.com/nz/ for more information

Partner Hot Sheet Westcon-Comstor Migration

MOBILISE YOUR FILE & OBJECT DATA

MIGRATE. REPLICATE. SYNC

Westcon-Comstor Migration Services, powered by Datadobi provides Enterprise-Class Software for Heterogeneous File & Object Migration & Replication. This Service enables partners to offer data mobility software & services in an uncomplicated & highly profitable way.

The DobiMiner Suite of products includes;

- **DobiMigrate** – On a per project basis, migrates data, objects and attributes between NAS, File-system, or Object storage required to accurately and safely present that data to users and applications as the new production system.

- **DobiSync** - Copy and synchronise data between NAS, File-system, or Object storage for rapid recovery.

- **DobiReplicate** - Copy data between NAS, File-system or Object storage for rapid recovery and failover.

Key Benefits at a glance:

- Platform agnostic software: in family or not!
- Complete end-to-end solution
- Simple to use graphical interface
- Flexible to changing customer requirements
- Work flow oriented
- Scales to any size of migration

CENTERA END OF LIFE?

Move forward with Westcon-Comstor Migration, powered by Datadobi!

DOBIMINER BENEFITS

Easy and fast deployment

Meta-data based discovery Of your data

Group and track multiple systems simultaneously. Plan and organize switch over windows based on estimated time of completion

MD5 check of every single file

Migrate the data: SMB 1.0, 2.x, 3.x and NFS 3.0; Consolidate multiple systems simultaneously

Maintain control with throttling and scheduling of network load and server load

Switchover with support for creation of shares, exports and user mapping; Transfer of Share ACLs and Export Access Rights

Workflow oriented views allow you to monitor. Accurate and real-time progress reporting via GUI

Partner Hot Sheet IBM Services

IBM storage services scope

Storwize V7000/V5000 SAN Implementation
SAS / iSCSI / Fibre Channel connect Pricing applies for up to 1x controller, 2x expansion shelves and 2x Fibre Channel Switches (if Fibre connection is required).

Scope
- Project Workshop
- Rack and Cabling
- Firmware upgraded
- Initial Configuration IP address, RAID sets and LUN configuration
- Engineering testing
- Present LUN's / Volumes to up to 3x hosts
- Fabric Zoning (for Fibre attached storage)
- iSCSI configuration (for iSCSI connected storage)
- As Built Documentation

Storwize V7000 / V5000 SAN Installation
SAS / iSCSI / Fibre Channel Pricing applies for up to 1x controller and 2x expansion shelves and 2x Fibre Channel Switches.

Scope
- Project Workshop
- Rack and Cabling
- Firmware upgraded
- Initial Configuration IP address, RAID configuration

IBM staging services scope

- Staging services are delivered out of Westcon's Auckland based Integration Centre.
- Average lead time for the service is 3 days from delivery from warehouse to the Integration Centre.
- Assembly is defined simply as physical components installed into the base unit - this DOES NOT include any firmware updates, QC, DOA check.

CONTACT US AT WESTCON-COMSTOR SERVICES
Email: services.nz@westconcomstor.com
Phone: 09 415 6220

Partner Hot Sheet Juniper Services

What Are Comstor Supply Chain Services?

With more than 3 decades of IT distribution experience Westcon-Comstor has built a unique network of logistical resources, capabilities and expertise. Westcon-Comstor Supply Chain Services provide vital end-to-end solutions to our resellers worldwide with 8 purpose-built logistics centres serving 100 countries.

Why Comstor Supply Chain Services?

With Westcon-Comstor as your trusted partner, you can offload system setup, testing and basic configurations for installations; instantly freeing up your staff to focus on more profitable work.

Staging Services

BASIC STAGING

- Unpacking, benching of device
- Assembly
- Power up & test - DOA
- Repacking and asset tagging
- Spreadsheet data reporting

ADVANCED STAGING

- All basic staging deliverables
- Install specific versions of software and/or firmware onto the device
- Apply customer supplied IP addressing
- Application of customers supplied asset labels
- Serial number & MAC address of all items recorded
- Configuration Services
- Install Mobile SIM card and Activation

Key partner benefits

Make more margin! Increased discount, for Juniper Authorised resellers, when buying Westcon-Comstor Supply Chain Services.

- Ensure that your devices are practically turn key & ready to be installed and tested when they arrive at your customer's site.
- Access to skilled, certified & experienced onsite Engineers.
- Drive Efficiencies through expedited deliveries and deployments, as well as project-managed global orders across multiple vendors and across multiple technologies.
- Extend Profitability by attaching additional services margin to product sales through the services we can deliver to your end users.
- Add Value by utilising end to end supply chain services, in turn , allowing you to focus on your core business.
- Broaden Offerings with services, such as reverse logistics, tagging, configuration/testing and storage that you can offer your clients.

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*All staging services are subject to Comstors T&Cs, all pricing is indicative and this pricing may vary dependent on size of device or complexity.

Partner Hot Sheet Professional Services - NetApp

NetApp Professional Services

- A Professional Service option can be taken up at the time of purchase of equipment.
- The Professional Service offering is valid as long as the NetApp system is under current maintenance contracts with NetApp.

What Is Included In The Scope Of NetApp Professional Services?

SCOPE

- Project Workshop
- Rack and Cabling
- Firmware upgraded
- Initial Configuration IP address, RAID sets and configurations
- Engineering testing
- As Built Documentation
- Unpacking of storage array onsite
- Rack or stack of storage array into customer rack
- Power cabling
- Power on test
- Unpacking, benching of device

NETAPP Installation Service

The NetApp Onsite Installation Service allows resellers to sell professional services.

What is available?

Westcon-Comstor Services offers the ability to remotely configure NetApp solutions. Alternatively an onsite service can also be offered.

- Pre-Configuration Planning – collection of information to deploy the solution
- Remote/Onsite Configuration

Installation services are based on the completion of the Westcon-Comstor Statement of Work document for the NetApp solution. Westcon-Comstor Services will work with the Partner to issue this document for the customer to complete when the request is received.

Key Service Benefits:

- Single price point that covers both Planning and Configuration stages.
- Westcon-Comstor provide an entire solution, price competitive hardware and also ensure that the solution is deployed according to the highest standard, based on NetApp best practice.
- Westcon-Comstor Services enables resellers to go to market with an end to end NetApp offering.
- Cost and time efficient deployment leads to higher customer satisfaction.

WESTCON-COMSTOR - YOUR SUPPORT PARTNER

- Remote installation
- Onsite installation

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Phone: 09 415 6220

Partner Hot Sheet Palo Alto Networks Services

What is the GoldSeal Services offering?

Westcon-Comstor Services offers a full helpdesk capability for Palo Alto Networks products. In addition to technical support, Westcon-Comstor are now also able to offer remote installation services for Palo Alto Networks products.

Westcon-Comstor Services are 100% channel centric & designed to support Partner's service offerings.

Key Partner Benefits

Make more margin! Increased discount, for Palo Alto Networks Authorised Partners, get up to 10% discount when buying GoldSeal services.

- No need to invest in a support capability – use Westcon-Comstor as your support Partner.
- Westcon-Comstor are a Palo Alto Networks Elite Authorised Support Centre.
- 24x7 support coverage by local certified engineers.
- Access to Palo Alto Networks for Level 3 support via Westcon-Comstor.
- Westcon-Comstor systems will provide insight into renewal dates and help partners manage them, to maintain and grow annual regular support income.
- Westcon-Comstor provides vendor escalation and maintains local ownership throughout the incident.

Key Benefits at a glance:

- Palo Alto Networks-Elite certified engineers Technical Support Line
- Single contact number and clear escalation processes
- Automated renewal tracking built into your GoldSeal service
- Online incident tracking and email updates on ticket progress
- Onsite and Remote installation for Palo Alto Networks products
- Deliver an end-to-end customer solution from product supply to an installed and supported deployment

What is covered by Goldseal Support?

LEVEL		SUPPORT
TECHNICAL SUPPORT	Backline Support	9x5 telephonic assistance 24x7 telephonic assistance (for Severity 1 issues ONLY) Software support and remote diagnostic services Bug fixes/maintenance releases Software upgrades Hardware advanced replacement ships next business day (NBD)

What Service Level Agreements does GoldSeal Support offer?

SEVERITY LEVEL	DEFINITION	RESPONSE TIME	EXPECTED RESOLUTION TIME
P1 Critical	Product is down, critically effects end user production environment. No workaround available yet.	1 Hour	24 Hours
P2 High	Product is impaired, end user production up, but impacted. No workaround yet.	2 Hour initial response	3 Business Days
P3 Minor	A Product function has failed, end user production not affected. Palo Alto Networks TAC is aware of the issue and a workaround is available.	4 Hour initial response	10 Business days
P4 Low	Non-critical issue, does not impact end user business. Feature, information, documentation, how-to and enhancement requests from the end user.	Next business day response.	

PALO ALTO NETWORKS - PROFESSIONAL SERVICES

Palo Alto Networks Installation Service

The Palo Alto Networks GoldSeal Remote and Onsite Installation Service allows resellers to sell professional services.

What is available?

Westcon-Comstor Services offers the ability to remotely configure Palo Alto Networks solutions. Alternatively an onsite service can also be offered.

- Pre-Configuration Planning – collection of information to deploy the solution
- Remote/Onsite Configuration

Installation services are based on the completion of the Westcon-Comstor Statement of Work document for the Palo Alto Networks solution. Westcon-Comstor Services will work with the Partner to issue this document for the customer to complete when the request is received.

WESTCON-COMSTOR - YOUR SUPPORT PARTNER

- Technical support
- Remote installation
- Onsite installation
- Renewals tracking

Key Service Benefits:
- Single price point that covers both Planning and Configuration stages.
- Westcon-Comstor provide an entire solution, price competitive hardware and also ensure that the solution is deployed according to the highest standard, based on Palo Alto Networks best practice.
- Westcon-Comstor Services enables resellers to go to market with an end to end Palo Alto Networks offering.
- Cost and time efficient deployment leads to higher customer satisfaction.
- GoldSeal reduces costs, Partners are not required to invest in highly skilled engineers – Westcon-Comstor has already made this investment for you.

Palo Alto Networks – Education

Equip yourself with the latest security skills on next-generation firewall with Palo Alto Networks training, from the security experts at Westcon Academy. Westcon-Comstor are an Authorised Training Centre (ATC) for Palo Alto Networks, delivering the following courses.

- UPDATED FIREWALL 8.1 ESSENTIALS: CONFIGURATION AND MANAGEMENT (WGAC-PAN-210) Enhance your understanding of how to configure and manage Palo Alto Networks next-generation firewalls.

- NEW FIREWALL 8.1: OPTIMISING FIREWALL THREAT PREVENTION (WGAC-PAN-214) Enhance your understanding of how to better configure, manage, and monitor PAN-OS® threat prevention features.

- NEW PANORAMA 8.1: MANAGING FIREWALLS AT SCALE (WGAC-PAN-220) Gain in-depth knowledge about how to configure and manage your Palo Alto Networks® Panorama™ management server.

- NEW FIREWALL 8.1: TROUBLESHOOTING (WGAC-PAN-330) Learn how to troubleshoot the full line of Palo Alto Networks next-generation firewalls.

- TRAPS 4.2: INSTALL, CONFIGURE, AND MANAGE (EDU-281) Palo Alto Networks® Traps™ Advanced Endpoint Protection prevents sophisticated vulnerability exploits and unknown malware-driven attacks. Successful completion of this two-day, instructor-led course helps prepare the student to install Traps in basic configurations.

- TRAPS 4.2: DEPLOY AND OPTIMISE (EDU-285)Palo Alto Networks® Traps™ Advanced Endpoint Protection prevents sophisticated vulnerability exploits and unknown malware-driven attacks. Successful completion of this two-day, instructor-led course should prepare the student to deploy Traps in large-scale or complex configurations and optimise its configuration

- TRAPS: CLOUD SERVICE OPERATIONS (EDU-290) Palo Alto Networks® Traps™ Advanced Endpoint Protection prevents sophisticated vulnerability exploits and unknown malware-driven attacks. Successful completion of this two-day, instructor-led course helps prepare the student to configure the Traps Management Service and to install Traps onto endpoints.

CONTACT US AT WESTCON-COMSTOR SERVICES
Email: academy.nz@westcon.com
Phone: 09 415 6220

Partner Hot Sheet Symantec.cloud Services

What is the GoldSeal Services offering?

Westcon-Comstor Services are able to offer a full helpdesk capability for Symantec.cloud products. In addition to technical support, Westcon-Comstor are now also able to offer remote installation services for the Symantec.cloud products.

Westcon-Comstor Services are 100% channel centric & designed to support Partner's service offerings.

Key Partner Benefits

Make more margin! Increased discount, for Symantec Authorised Partners, get up to 10% discount when buying GoldSeal services.

- No need to invest in a support capability - use Westcon-Comstor as your support Partner.
- 24x7 support coverage by local certified engineers.
- Access to Symantec for Level 3 support via Westcon-Comstor.
- Westcon-Comstor systems will provide insight into renewal dates and help partners manage them, to maintain and grow annual regular support income.
- Westcon-Comstor provides vendor escalation and maintains local ownership throughout the incident.

Key Benefits at a glance:

- Symantec-certified engineers Technical Support Line
- Symantec Software Updates & Upgrades delivered as a part of GoldSeal Enhanced & Premium Maintenance
- Single contact number and clear escalation processes
- Direct access to Symantec for escalation requirements
- Automated renewal tracking built into your GoldSeal service
- Online incident tracking and email updates on ticket progress
- Onsite and Remote installation for Symantec products
- Deliver an end-to-end customer solution from product supply to an installed and supported deployment

What Is Covered By Goldseal Support?

LEVEL		SUPPORT
TECHNICAL SUPPORT	Symantec Cloud Security Support	24 x 7 telephonic assistance, 8 x 5 assistance

What Service Level Agreements does GoldSeal Support offer?

SEVERITY LEVEL	DEFINITION	RESPONSE TIME
P1 Critical	A catastrophic problem that may severely impact the end customer's ability to conduct business. This may mean that the end customer's system and/or products are down or not functioning and no procedural workaround exists.	2 Hours
P2 High	A high impact problem in which the end customer's operation is disrupted, but there is capacity to remain productive and maintain necessary business level operations.	4 Hour initial response
P3 Minor	A medium to low impact problem that involves partial loss of non-critical functionality. The problem impairs some operations, but allows the end customer to continue to function.	8 Hour initial response

Key Service Benefits:

- GoldSeal reduces costs for authorised resellers as they are not required to invest in highly skilled engineers. Westcon-Comstor have already made this investment for you.

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