



OVERVIEW

Professional Services for Sophos Network Products

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Sophos Services Subscription

Sophos Professional Services can be purchased via the Sophos Services Subscription. The subscription is a flexible, value-driven offering designed to meet customers' evolving needs for Sophos Professional Services. Powered by Sophos Service Units (SSUs), it allows you to redeem units for the services you need when you need them. Whether you need to solve urgent issues, deliver complex projects, or receive strategic advice, the subscription helps you move faster, stay secure, and adapt as your business evolves.

For a full list of the Sophos Professional Services redeemable with SSUs, download the [catalog of services](#).

Sophos XGS 87 & 100 series (per device)

A Sophos Professional Services engineer will assist with the configuration and implementation of one (1) Sophos XGS 87 or 100 series firewall.

We begin each implementation with a 1-hour kick-off meeting to understand your technical requirements and review the pre-requisites for a successful implementation. During the kick-off meeting our engineer will coordinate scheduling follow up meetings for the configuration and implementation.

Configuration

Firewall Basic setup

- WAN/LAN/VLAN connectivity
- LAN DHCP configuration
- Network service objects
- Network objects
- Packet filtering rules
- NAT/SNAT/DNAT rules
- HA pair setup
- Reporting overview

Firewall Web Security Setup

- Web filtering policy enforcement
- Single sign-on integration
- Additional filter actions for user profiles
- Web application security settings for directly connected networks
- Web filtering reporting

Firewall Client VPN Setup

- SSL/IPsec remote VPN configuration

Firewall Site to Site VPN (S2S) Setup

- Connection of Firewall to remote location

Firewall Webserver (WAF) Setup* (requires additional product licensing)

- Anti-Virus scanning
- SQL injection attacks
- XSS attacks

Firewall Email Setup* (requires additional product licensing)

- SPAM/Anti-Virus protection
- SPX Encryption
- Sandstorm protection

Firewall IPS/IDS/ATP

- IPS/IDS enablement
- ATP enablement

Firewall Authentication

- Active Directory integration
- Up to 2 Domain Controllers
- STAS implementation and configuration
- Importing AD groups
- Azure Entra ID integration

Firewall Synchronized Security

- Synchronized Security requires Sophos Central managed endpoints.

Cutover

- Overview of required steps for cutover
- Review LAN and WAN connectivity
- Review any configure VPN for connectivity
- Validation based on client's test plan

Post-Cutover

- Next business day
- Address items not covered in client's test plan

Product code:

PNRZTCCAA

SKU:

PRPNRA00ZZPCAA

SSU value:

2

Sophos XGS 2000 & 3000 series (per device)

A Sophos Professional Services engineer will assist with the configuration and implementation of one (1) Sophos XGS 2000 or 3000 series firewall.

We begin each implementation with a 1-hour kick-off meeting to understand your technical requirements and review the pre-requisites for a successful implementation. During the kick-off meeting our engineer will coordinate scheduling follow up meetings for the configuration and implementation.

Configuration

Firewall Basic setup

- WAN/LAN/VLAN connectivity
- LAN DHCP configuration
- Network service objects
- Network objects
- Packet filtering rules
- NAT/SNAT/DNAT rules
- HA pair setup
- Reporting overview

Firewall Web Security Setup

- Web filtering policy enforcement
- Single sign-on integration
- Additional filter actions for user profiles
- Web application security settings for directly connected networks
- Web filtering reporting

Firewall Client VPN Setup

- SSL/IPsec remote VPN configuration

Firewall Site to Site VPN (S2S) Setup

- Connection of Firewall to remote location

Firewall Webserver (WAF) Setup* (requires additional product licensing)

- Anti-Virus scanning
- SQL injection attacks
- XSS attacks

Firewall Email Setup* (requires additional product licensing)

- SPAM/Anti-Virus protection
- SPX Encryption
- Sandstorm protection

Firewall IPS/IDS/ATP

- IPS/IDS enablement
- ATP enablement

Firewall Authentication

- Active Directory integration
- Up to 2 Domain Controllers
- STAS implementation and configuration
- Importing AD groups
- Azure Entra ID integration

Firewall Synchronized Security

- Synchronized Security requires Sophos Central managed endpoints.

Cutover

- Overview of required steps for cutover
- Review LAN and WAN connectivity
- Review any configure VPN for connectivity
- Validation based on client's test plan

Post-Cutover

- Next business day
- Address items not covered in client's test plan

Product code:

PM4ZTCCAA

SKU:

PRPM4A00ZZPCAA

SSU value:

4

Sophos XGS 4000 & 5000 series (per device)

A Sophos Professional Services engineer will assist with the configuration and implementation of one (1) Sophos XGS 2000 or 3000 series firewall.

We begin each implementation with a 1-hour kick-off meeting to understand your technical requirements and review the pre-requisites for a successful implementation. During the kick-off meeting our engineer will coordinate scheduling follow up meetings for the configuration and implementation.

Configuration

Firewall Basic setup

- WAN/LAN/VLAN connectivity
- LAN DHCP configuration
- Network service objects
- Network objects
- Packet filtering rules
- NAT/SNAT/DNAT rules
- HA pair setup
- Reporting overview

Firewall Web Security Setup

- Web filtering policy enforcement
- Single sign-on integration
- Additional filter actions for user profiles
- Web application security settings for directly connected networks
- Web filtering reporting

Firewall Client VPN Setup

- SSL/IPsec remote VPN configuration

Firewall Site to Site VPN (S2S) Setup

- Connection of Firewall to remote location

Firewall Webserver (WAF) Setup* (requires additional product licensing)

- Anti-Virus scanning
- SQL injection attacks
- XSS attacks

Firewall Email Setup* (requires additional product licensing)

- SPAM/Anti-Virus protection
- SPX Encryption
- Sandstorm protection

Firewall IPS/IDS/ATP

- IPS/IDS enablement
- ATP enablement

Firewall Authentication

- Active Directory integration
- Up to 2 Domain Controllers
- STAS implementation and configuration
- Importing AD groups
- Azure Entra ID integration

Firewall Synchronized Security

- Synchronized Security requires Sophos Central managed endpoints.

Cutover

- Overview of required steps for cutover
- Review LAN and WAN connectivity
- Review any configure VPN for connectivity
- Validation based on client's test plan

Post-Cutover

- Next business day
- Address items not covered in client's test plan

Product code:

PW1ZTCCDP

SKU:

PRPW1D00ZZPCAA

SSU value:

5

Sophos XGS 6000 series and above (per device)

A Sophos Professional Services engineer will assist with the configuration and implementation of one (1) Sophos XGS 6000 series or above firewall.

We begin each implementation with a 1-hour kick-off meeting to understand your technical requirements and review the pre-requisites for a successful implementation. During the kick-off meeting our engineer will coordinate scheduling follow up meetings for the configuration and implementation.

Configuration

Firewall Basic setup

- WAN/LAN/VLAN connectivity
- LAN DHCP configuration
- Network service objects
- Network objects
- Packet filtering rules
- NAT/SNAT/DNAT rules
- HA pair setup
- Reporting overview

Firewall Web Security Setup

- Web filtering policy enforcement
- Single sign-on integration
- Additional filter actions for user profiles
- Web application security settings for directly connected networks
- Web filtering reporting

Firewall Client VPN Setup

- SSL/IPsec remote VPN configuration

Firewall Site to Site VPN (S2S) Setup

- Connection of Firewall to remote location

Firewall Webserver (WAF) Setup* (requires additional product licensing)

- Anti-Virus scanning
- SQL injection attacks
- XSS attacks

Firewall Email Setup* (requires additional product licensing)

- SPAM/Anti-Virus protection
- SPX Encryption
- Sandstorm protection

Firewall IPS/IDS/ATP

- IPS/IDS enablement
- ATP enablement

Firewall Authentication

- Active Directory integration
- Up to 2 Domain Controllers
- STAS implementation and configuration
- Importing AD groups
- Azure Entra ID integration

Firewall Synchronized Security

- Synchronized Security requires Sophos Central managed endpoints.

Cutover

- Overview of required steps for cutover
- Review LAN and WAN connectivity
- Review any configure VPN for connectivity
- Validation based on client's test plan

Post-Cutover

- Next business day
- Address items not covered in client's test plan

Product code:

PHSZTCCAA

SKU:

PRPHSA00ZZPCAA

SSU value:

6

Sophos XG to Sophos XGS Migration (per device)

A Sophos Professional Services engineer will assist with migrating the configuration of one (1) Sophos XG Firewall to a Sophos XGS Firewall.

We begin each implementation with a 1-hour kick-off meeting to understand your technical requirements and review the pre-requisites for a successful implementation. During the kick-off meeting our engineer will coordinate scheduling follow up meetings for the configuration and implementation.

Configuration

Firewall Basic setup

- WAN/LAN/VLAN connectivity
- LAN DHCP configuration
- Network service objects
- Network objects
- Packet filtering rules
- NAT/SNAT/DNAT rules
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- Reporting overview

Firewall Web Security Setup

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Firewall Client VPN Setup

- SSL/IPsec remote VPN configuration

Firewall Site to Site VPN (S2S) Setup

- Connection of Firewall to remote location

Firewall Webserver (WAF) Setup* (requires additional product licensing)

- Anti-Virus scanning
- SQL injection attacks
- XSS attacks

Firewall Email Setup* (requires additional product licensing)

- SPAM/Anti-Virus protection
- SPX Encryption
- Sandstorm protection

Firewall IPS/IDS/ATP

- IPS/IDS enablement
- ATP enablement

Firewall Authentication

- Active Directory integration
- Up to 2 Domain Controllers
- STAS implementation and configuration
- Importing AD groups
- Azure Entra ID integration

Firewall Synchronized Security

- Synchronized Security requires Sophos Central managed endpoints.

Cutover

- Overview of required steps for cutover
- Review LAN and WAN connectivity
- Review any configure VPN for connectivity
- Validation based on client's test plan

Post-Cutover

- Next business day
- Address items not covered in client's test plan

Product code:

MIGZTCCAA

SKU:

PRMIGA00ZZPCAA

SSU value:

Contact your Sophos representative to learn more.

Sophos ZTNA Implementation – up to 3 resources

A Sophos Professional Services engineer will assist with the configuration and implementation of Sophos ZTNA with up to 3 resources.

We begin each implementation with a 1-hour kick-off meeting to understand your technical requirements and review the pre-requisites for a successful implementation. During the kick-off meeting our engineer will coordinate scheduling follow up meetings for the configuration and implementation.

Kick-off

Domain verification

- DNS CNAME creation
- Validation of Domain

Certificate

- Let's Encrypt or Wildcard certificate

Gateway

- Review of requirements of gateway
- Discuss Cloud vs. On-prem gateway options

Identity providers

- Discuss available IP providers and which will work best for customers.

Configuration

Gateway

- Sophos Cloud vs. On-Prem
- Domain and certificate configuration
- Gateway host name
- DNS CNAME creation for gateway
- Region

Resource and Access

- Agent vs. Agentless
- Recourse type
- Port configuration
- External FQDN
- Internal FQDN
- Assign User Group

Policies

- Agent vs. Agentless
- Sophos Health requirements

Identity Providers

- Help customers configure one of the supported identity providers available
- Help with scope configuration

Settings

- Don't intercept on-premises traffic option

Cutover

- Overview of required steps for cutover
- Validation based on client's test plan

Post-Cutover

- Next business day
- Address items not covered in client's test plan

Product code:

PN5ZTCCAA

SKU:

PRPN5A00ZZPCAA

SSU value:

Contact your Sophos representative to learn more.

Sophos Switch Implementation – up to 3 devices

A Sophos Professional Services engineer will assist with the configuration and implementation of up to 3 Sophos switch products.

We begin each implementation with a 1-hour kick-off meeting to understand your technical requirements and review the pre-requisites for a successful implementation. During the kick-off meeting our engineer will coordinate scheduling follow up meetings for the configuration and implementation.

Configuration

System settings

- System Name
- IPv4 management IP
- System Time

Port Settings

- LLDP
- Port Mirroring
- Mode

VLAN settings

- 802.1Q
- PVID and ingress filter
- Voice VLAN

STP

- Global settings

Link aggregation

- Trunking
- LACP

Firmware

- Firmware upgrade
- Backup and restore

Sophos Central

- Registration
- Group and stack configuration
- Schedule backup
- Active Threat Response

Cutover

- Overview of required steps for cutover
- Validation based on client's test plan

Post-Cutover

- Next business day
- Address items not covered in client's test plan

Product code:

PN4ZTCCAA

SKU:

PRPN4A00ZZPCAA

SSU value:

Contact your Sophos representative to learn more.

Sophos AP Implementation – up to 3 SSIDs

A Sophos Professional Services engineer will assist with the configuration and implementation of Sophos AP products with up to 3 SSIDs.

We begin each implementation with a 1-hour kick-off meeting to understand your technical requirements and review the pre-requisites for a successful implementation. During the kick-off meeting our engineer will coordinate scheduling follow up meetings for the configuration and implementation.

Configuration

Access Points

- System Name
- Radio configuration
- System Time

SSID - Basic settings

- SSID
- SSID assignment
- Encryption mode
- Encryption algorithm
- Frequency band

SSID - Advanced settings

- Security
- Client connection
- Guest network

Hotspot

- Backend authentication
- Password of the day
- Social login
- Vouchers

Active Threat Response

- Global settings

Sites

- Create map

Sophos Central

- Device registration
- Firmware update

Cutover

- Overview of required steps for cutover
- Validation based on client's test plan

Post-Cutover

- Next business day
- Address items not covered in client's test plan

Product code:

PN3ZTCCAA

SKU:

PRPN3A00ZZPCAA

SSU value:

Contact your Sophos representative to learn more.

Sophos NDR Sensor Implementation (per device)

The Professional Services engineer will assist with the deployment of one (1) Sophos NDR Sensor and provide guidance and knowledge transfer.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos NDR Sensor Integration engagement.

Activities

Implementation of one (1) Sophos NDR Sensor

Downloading of OVA, ISO, or script as needed

Configuration of virtual host (as needed)

- CPU
- RAM
- HDD
- NICs

Best practice walk-through of Initial Setup Wizard

Creation of MGMT and SPAN (on virtual host)

Registration of Sophos NDR Sensor

- Synchronization with Sophos Licensing Servers

Configuration of Sophos NDR Sensor

- Registering with Sophos Central
- Accepting Sophos NDR Sensor within Sophos Central

Discussion on gathering network traffic

- i.e. SPAN port

Verifying Sophos NDR Sensor data collection

- Checking interfaces in GUI and CLI
- How to contact Sophos MDR Team

Walk through of Sophos Central NDR Reporting

Q&A (as time permits)

Product code:

PDHZTCCAA

SKU:

PRPDHA00ZZPCAA

SSU value:

1

Sophos MDR Integrations (per integration)

The Professional Services engineer will assist with the deployment of one (1) Sophos MDR Integration and provide guidance and knowledge transfer.

The following is an outline of the tasks and knowledge transfer that may be completed during a Sophos MDR Integration engagement.

Activities

Implementation one (1) Sophos MDR Integration pack

Configuration of API credentials (as needed)

Downloading and installation of OVA Template or script for Log Collector (as needed)

- Configuration of virtual host
 - CPU
 - RAM
 - HDD
 - NICs

Creation of MGMT and Syslog interface (as needed)

Reviewing requirements for firewall allowances (as needed)

Verifying data collection

- Checking interfaces in GUI and CLI
- How to contact the Sophos MDR Team

Walk through Sophos Central MDR Reporting

Q&A (as time permits)

Out of scope

- Modification to the Sophos product code base
- Configuration of third-party products within the client network which are responsible for network traffic flow.

Client obligations

- The client will be responsible for ensuring that the baseline requirements for the installation of the Sophos solution are in place prior to the start of the engagement. These requirements are outlined in the pre-requisite guides, end user documentation or as communicated by the Sophos Professional Services team.
- The client will provide a point of contact with the necessary skills and systems access required to complete the installation.

Product code:

PDRZTCCAA

SKU:

PRPDRA00ZZPCAA

SSU value:

1



To learn more please contact your
Sophos representative or visit:
sophos.com/professional-services

United Kingdom and Worldwide Sales

Tel: +44 (0)8447 671131

Email: sales@sophos.com

North America Sales

Toll Free: 1-866-866-2802

Email: nasales@sophos.com

Australia and New Zealand Sales

Tel: +61 2 9409 9100

Email: sales@sophos.com.au

Asia Sales

Tel: +65 62244168

Email: salesasia@sophos.com