

Sophos Services Subscription

Support, expertise, and guidance—when you need it

The Sophos Services Subscription is a flexible, value-driven offering designed to meet customers’ evolving needs for Sophos Professional Services and Sophos Advisory Services. It is powered by Sophos Service Units (SSUs) which you can redeem against the services you need, when you need them. Whether it is solving urgent issues, delivering complex projects, or getting strategic advice, the subscription helps you move faster, stay secure, and adapt as your business evolves.

1 | Powered by SSUs

Sophos Services Subscription introduces SSUs, a flexible model that lets you purchase both Sophos Professional Services and Sophos Advisory Services on your terms. SSUs give you on-demand access to world-class consultative and technical expertise, helping you optimize deployments, accelerate outcomes, and meet your evolving business and security needs.

You can tailor your engagement through an enhanced [catalog of services](#), and if your organization requires even more flexibility, you can also purchase standalone SSUs for greater control over service consumption.

2 | Enhanced support and community access

When you purchase the Sophos Services Subscription, you also get enhanced access to Sophos Technical Support, with priority routing to experts 24/7/365. Plus, you’ll receive exclusive, invite-only access to a new forum on Sophos Community where you can explore the Sophos Professional Services catalog of tools and get direct support from the Global Professional Services team.

3 | Flexible service unit packs to match you business needs

Standard, Professional, and Enterprise subscription options let you tailor access to Sophos services at the scale that you determine is right for your organization.

Sophos Services Subscription Pack	Number of SSUs
Standard/ Professional/ Enterprise	2/12/20 SSUs <ul style="list-style-type: none"> • Redeemable against items in the catalog of services. • Available in 12-month increments, up to 60 months. • Expire after 12 months from the date of purchase and refresh as per the subscription term purchased. For example, if a 36 month Professional subscription is purchased, you will receive 12 SSUs annually. Any unused SSUs for the applicable term will expire at the end of the current term and 12 new SSUs will refresh at the commencement of the new term.
Standalone	1 SSU <ul style="list-style-type: none"> • Add to existing SSU balance to redeem against items in the catalog of services. • Can only be purchased on top of existing Sophos Services Subscription packs. • Expires after 12 months from the date of purchase.

Learn more and access the full catalog of services at sophos.com/servicessubscription

SNAPSHOT OF SERVICES REDEEMABLE WITH SSUs:

Sophos Advisory Services

- Internal/external penetration testing
- Wireless penetration testing
- Web application security assessments

Learn more about Sophos Advisory Services at sophos.com/advisoryservices

Sophos Professional Services

- Onsite services
- Sophos Central services
- Network security services
- Health check and security posture services
- Emergency professional services

Learn more about Sophos Professional Services at sophos.com/professionalservices