



Sourcefire Customer Support Services

Effective Network Security: the Right Intrusion Prevention System (IPS) is Only the First Step

To realize the most effective network security possible, there will be times when you will need to leverage technical support, training, software upgrades, new rules, and more. Sourcefire® is committed to providing you the products, services, and tools to ensure that your security solution is efficient—thereby keeping it effective.

TAKE ADVANTAGE OF THE UNMATCHED EXPERTISE

Sourcefire offers three annual support plans—Standard, Gold, or Platinum—to meet your specific support and budget needs. Platinum is the most comprehensive support plan offering registered users unlimited e-mail submission and telephone access, advanced replacement of hardware, around-the-clock access, and more.

GET ANSWERS TO YOUR QUESTIONS QUICKLY AND EASILY

The quickest way to get the information you need is to visit the Sourcefire support website, <https://support.sourcefire.com>. There you will get access to support ticket generation and status, software and rule updates, alerts, patches, configuration and troubleshooting tips, appliance/fix process information, and more. You can also reach the support team at Sourcefire via telephone or email.

Telephone response: All telephone requests are responded to within one (1) hour of the time that the call is received.

Email response: All email requests are responded to within two (2) business hours.

STAY AHEAD OF THREATS WITH THE SOURCEFIRE VULNERABILITY RESEARCH TEAM (VRT) RULES

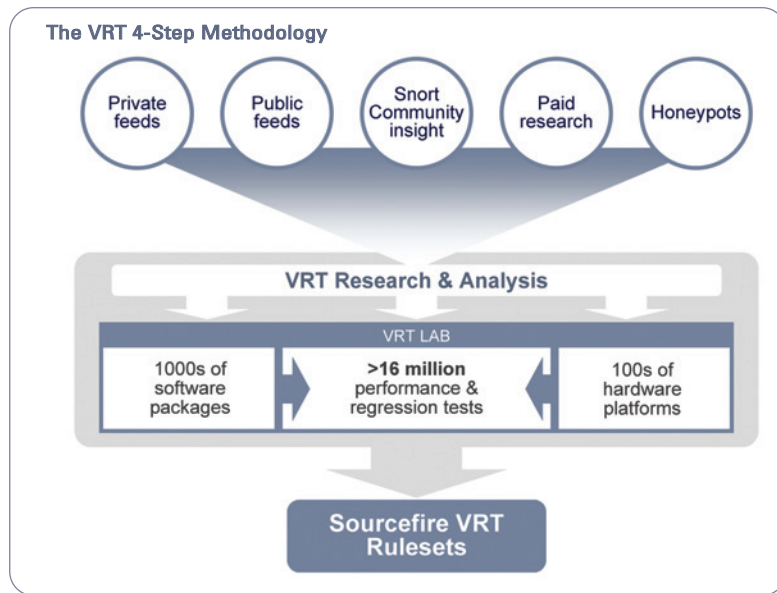
With a subscription to any of the Sourcefire support plans, you get Sourcefire VRT rule updates. These updates include rules written to underlying vulnerabilities—not signatures written to specific exploits. This means that you get fewer rules, greater coverage, faster performance, greater accuracy, and less false positives. The Sourcefire VRT is also consistently first or second when providing same-day coverage for Microsoft Tuesday vulnerabilities—as compared with major competitors. The VRT is the only vendor research group that provides protection that verifiably:

- Detects all potential exploits of a vulnerability—before a threat emerges
- Defends before particular methods of attack are known
- Triggers reliably—without creating false positives or false negatives





The Sourcefire VRT writes the standard source of SNORT® rules used by the Sourcefire 3D System. Snort rules are open for anyone to inspect, and can be verified to address the vulnerabilities for which coverage is claimed. The Snort rules format is the industry standard, used by security professionals worldwide.



As shown on the left, the Sourcefire VRT rule updates are pushed out to you only after they have gone through the most exhaustive scrutiny in the industry. You also get real-time vulnerability database updates so you can be assured that your IPS uses the most up-to-date vulnerability information with which to monitor environments, correlate events, and prioritize alerts.

“VeriSign MSS manages more than 20 different products for our customers... the technical support we receive from Sourcefire is unsurpassed.”
R. Emory Lundberg
 VeriSign

GET HARDWARE, AS WELL AS SOFTWARE, SUPPORT

Sourcefire offers three support plans designed to best meet your needs. Depending on the plan selected, hardware support is provided with SLAs ranging from warranty repair by Sourcefire up to next business day on-site replacement.

ANNUAL SUPPORT PLANS

FEATURES	STANDARD	GOLD	PLATINUM
Installation Support	Yes	Yes	Yes
email Submission	Four total incidents	Unlimited	Unlimited
Telephone Access		Unlimited	Unlimited
Sourcefire VRT Rule Updates	Yes	Yes	Yes
Software Updates	Yes	Yes	Yes
Hardware Support	Return	Advanced replacement	Advanced replacement
Access Hours (9am - 5pm local time)	8 x 5	8 x 5	24 x 7

(The support plans described above are available in North America and can vary in other regions. All fees, support information, and support plans are subject to change at any time without notice. Outside North America, please contact your regional sales office for support plan information.)



GET STARTED RIGHT WITH THE SOURCEFIRE SUCCESS PACK

Many customers find this pack of services to be the best way for them to implement their new Sourcefire solution. The Sourcefire Success Pack is proven to help customers get ahead of the game when it comes to installation, tuning, policy formulation, and report development.

Installation: We'll handle every detail including installing license keys, verifying installation of the right software version, and establishing communications between your sensors and the Sourcefire Defense Center™. You'll receive the full documentation.

Tuning: We'll evaluate your network traffic and determine the optimum set of rules that make the most sense for your environment. We'll also make all the necessary modifications to existing rules to eliminate false positives.

Policy Formulation: We can adjust system variables, thresholds, suppression settings, notification settings (including email, Syslogs, SNMP) and modify preprocessor settings. You reap the benefits of improved, premium performance from sensors, and reduced false positives from the get-go.

Report Development: Our reporting experts will work closely with you to write the reports and determine the best frequency, distribution, and format of the reports. Going forward, we'll help you set up automatic report distribution and scheduling.

EXPAND YOUR KNOWLEDGE WITH TRAINING

Sourcefire can provide in-depth product training at customer chosen locations. Learn how to properly install and configure your appliances, as well as how to tune your appliance rule sets to best support IPS in your unique enterprise network environment.

Sourcefire also offers instructor-led and online classes as well as Snort and Sourcefire Certified Professional programs.

EMBRACE THE SUPPORT THAT IS ALL AROUND YOU

One of the great advantages of the Sourcefire 3D System being built on the Snort open source technology, also created by Sourcefire, is that there is knowledgeable community of over 100,000 Snort active users out there. Go to www.snort.org and you will find links to Snort user groups, forums, news, technical papers, presentations, books, and more. Also, organizations such as the SANS Institute offer Snort courses that help Sourcefire customers make their network security more effective and efficient.

FOR MORE INFORMATION

To learn more about the support process or the services mentioned in this fact sheet, contact a Sourcefire Customer Support representative at support@sourcefire.com or 410.423.1901.





About Sourcefire

Sourcefire, Inc. (Nasdaq: FIRE), a leading provider of intelligence driven, open source network security solutions, is transforming the way organizations manage and minimize network security risks with its 3D Approach – Discover, Determine, Defend – to securing real networks in real-time. The company's network defense system unifies intrusion and vulnerability management technologies to provide customers with superior network security. Founded in 2001 by the creator of SNORT®, Sourcefire is headquartered in Columbia, MD and has been consistently recognized for its innovation and industry leadership by customers, media, and industry analysts alike – with more than 18 awards and accolades since January 2005 alone. Recently, Sourcefire was positioned in the Leaders Quadrant of Gartner's "Magic Quadrant for Network Intrusion Prevention System Appliances 2H06" report and the Sourcefire 3D System was named "Best Security Solution," at the 2006 SC Magazine Awards. At work in leading Fortune 1000 and government agencies, the names Sourcefire and founder Martin Roesch have grown synonymous with innovation and intelligence in network security. For more information about Sourcefire, please visit <http://www.sourcefire.com>.

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