

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 Support, Professional Services and 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 SOPHOS SERVICE UNITS

Sophos Services Subscription introduces Sophos Service Units (SSUs), a flexible model that lets you consume 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 catalogue of services, and if your organization requires even more flexibility, you can also purchase standalone SSUs for greater control over service consumption.

2 | ENHANCED SOPHOS TECHNICAL 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 Professional Services catalog of tools and get direct support from the Global Professional Services team.

3 | FLEXIBLE SERVICE UNIT PACKS TO MATCH YOUR BUSINESS NEEDS

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

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| Standard | Access to SOME Professional Services catalog items. NO access to any Advisory Services catalog items. <ul style="list-style-type: none">▶ Central Services - All items with SSU value of <=2▶ Network Services - All items with SSU value of <=2▶ Health Check & Security Posture Services - All items with SSU value of <=2▶ Firewall Deployment Services - All items with SSU value of <=2 |
| Professional | Access to MORE Professional Services catalog items and SOME Advisory Services Catalog items. <ul style="list-style-type: none">▶ Professional Services - All items with SSU value of <=12▶ Advisory Services - Pen Test External Small (10 SSUs)▶ Advisory Services - Pen Test Internal Small (10 SSUs) |
| Enterprise | Access to ALL Professional Services catalog items and MORE Advisory Services items. <ul style="list-style-type: none">▶ Advisory Services - Pen Test External Medium (20 SSUs) & Small (10 SSUs)▶ Advisory Services - Pen Test Internal Medium (20 SSUs) & Small (10 SSUs) |

Customers can purchase standalone SSUs to top up their balance and gain access to all items in the catalog of services. Explore the [catalog of services](#) for the full list of redeemable offerings.

Sophos Services Subscription packs are sold in 12-month increments (up to 60 months); unused credits expire at the end of each 12-month period and are refreshed annually based on the purchased pack.

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
- ▶ Central Platform services
- ▶ Network security services
- ▶ Health check and security posture services
- ▶ Emergency professional services

Learn more about Sophos Professional Services at:

sophos.com/professionalservices

Learn more and access the full catalog of services:

sophos.com/servicessubscription