

# SonicWALL Launches SonicU Training Programme

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New Sales and Technical Training Courses Combine the Convenience of e\*Training with New Revenue Opportunities for Channel Partners

London, UK – December 1, 2003 – SonicWALL, Inc. (NASDAQ: SNWL), a leading provider of integrated Internet security solutions, today announced SonicU, a new comprehensive and flexible training programme designed to educate SonicWALL's global audience on its products and services. SonicU provides sales, technical training courses, and certification programmes to SonicWALL end-user customers, Medallion channel partners, and employees in innovative, online courses and instructor-led classes. Unique to the security industry, SonicWALL Medallion Partners are allowed to resell the fee-based technical training courses to their end-user customers for additional revenue opportunities.

SonicWALL channel partners and end-user customers require flexible, convenient and self-paced, 'just in time' training, available when they need the information. SonicU is available in both online and instructor-led formats, and offered at times and locations that are convenient for SonicWALL partners, end-user customers, and employees. SonicU courses increase productivity and ensure greater customer satisfaction and faster product adoption, without having to take key staff out of the field or away from critical engagements to train.

The new, fee-based technical e\*Training courses are available for SonicWALL Medallion partners to resell to their end-user customers, giving them another value-added service to round out their SonicWALL product offerings and an additional revenue opportunity. Through this programme, SonicWALL end users will now have access to SonicWALL training. The courses include Securing Networks with SonicOS, Virtual Private Networking with SonicWALL, and Securing SonicWALL Wireless Networks.

"The new SonicU e\*Training courses provide a much greater range of options for our resellers when offering customers value-added services around SonicWALL products," said Ken Hulme, managing director of Tekdata. "Students can complete the coursework at a time when it suits them and their businesses, ensuring time spent gaining greater knowledge of SonicWALL has minimal impact on their normal daily workload."

"SonicU is an excellent example of SonicWALL's value innovation strategy. We're leveraging the strengths of our key business partners to bring high quality, value-priced training services to market," said Michael Anderson, SonicWALL vice president of Services. "We launched SonicU to provide ongoing training programmes to our channel partners and end-user customers, respecting their limited available time and making it easy for them to stay current on SonicWALL products and services. We're mindful that better-trained customers make better customers."

## SonicWALL Technical e\*Training Courses

SonicWALL has partnered with DigitalThink, a leader in custom e-learning, to provide channel partners and end-user customers around the world with three high-quality, interactive online technical education courses. Each course is designed to provide an extensive technology foundation, in-depth SonicWALL-specific knowledge, and online practice opportunities combined with supplemental resources, for an overall enhanced learning experience.

“SonicWALL is an innovative company leveraging online learning to provide its customers with enhanced service and simultaneously creating revenue growth,” said Michael Pope, president and CEO of DigitalThink. “Success with e-learning is no longer just about the effectiveness of the medium, it’s also about driving measurable revenue results with for-profit online training models.”

## SonicWALL Sales e\*Training Courses

SonicWALL e\*Training is a series of sales courses designed to educate its Channel Partners on SonicWALL products and services. Available exclusively to Medallion Partners, Electronic Sales e\*Training courses are accessible online, 24 hours a day, 7 days a week, and 365 days a year, through SonicWALL’s Partner Portal. Sales courses now available include SonicWALL Product Training, SonicWALL Solutions Selling, SonicWALL Launch Presentations, and a new Certified SonicWALL Sales Expert (CSSE) exam.

## New SonicWALL Instructor-Led Training Courses

Recognising that some people learn more effectively through hands-on instruction, SonicU also includes a series of new, instructor-led laboratory courses designed to reinforce the foundational knowledge of the e\*Training courses. Participants can practice hardware and software installation, configuration, deployment, and troubleshooting under the direction of a SonicWALL Authorised Instructor. Available instructor-led courses include the Certified SonicWALL Security Administrator (CSSA) laboratory course and the Certified Global Management System (CGMS) course. Customised training services are also available to SonicWALL customers and partners who wish to have training courses conducted at their own premises.

## Updates to Certification Programmes

SonicWALL will continue to offer three certifications, including the Certified SonicWALL Sales Expert (CSSE), Certified SonicWALL Security Administrator (CSSA) and the Certified SonicWALL Global Manager (CSGM). Preparation classes are available as instructor-led training courses by Authorised SonicWALL

## Training Partners.

Students are no longer required to attend the training classes to become certified, but must purchase the exam and become certified with a score of 75% or better. The CSSA Certification exam will be updated to include new SonicOS information and will be available in early December.

## Pricing and Availability

The SonicUniversity e\*Training and instructor-led courses are available immediately in English language versions, on a worldwide basis. Course objectives and descriptions as well as a list of SonicWALL Authorised Training Partners can be found online, at [www.sonicwall.com/services/training.com](http://www.sonicwall.com/services/training.com). SonicWALL Medallion Partners wishing to resell SonicWALL Technical e\*Training Courses should check price lists for SKU and pricing details.

## About SonicWALL, Inc.

SonicWALL, Inc. is a leading provider of integrated network security, identity, mobility, and productivity solutions for the SMB, enterprise, e-commerce, education, healthcare, retail/point-of-sale, and government markets. Core technologies include firewall, VPN, SSL, high availability, anti-virus, and content filtering, along with award-winning security management solutions. Together, these products and technologies provide the most comprehensive Distributed Security Architecture available. SonicWALL, Inc. is headquartered in Sunnyvale, CA. SonicWALL trades on the NASDAQ exchange under the symbol SNWL. For more information, contact SonicWALL at +44 (0)1344 668090 or visit the company Web site at <http://www.sonicwall.com>.

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