



MANAGED FIREWALL SECURITY

Saving you time
and money.

What is Firewall Defence Plus?

Firewall Defence Plus is a managed firewall service provided by our team of experts at **Network Defence**. We provide proactive managed services on a 24/7 basis, monitoring your perimeter security solution to ensure continuous, secure operation of your internet services.

The **Firewall Defence Plus** service includes a new state of the art firewall platform that will immediately enhance your perimeter security from the moment it is installed. The service is delivered by a highly qualified team of security experts dedicated to providing you with an excellent service. **Firewall Defence Plus** allows your in-house IT resources to focus on delivering core business IT services to staff and clients.

Network Defence is one of the UK's leading providers of managed IT and data security solutions and services. We specialise in delivering and managing secure network solutions for corporate and public sector clients throughout the UK.

Why do you need Firewall Defence Plus?

Modern businesses need to connect to the internet for many reasons including email, web browsing and online applications. The greatest challenge businesses face is being able to execute this in a secure and cost effective way given the ever increasing and changing number of security threats and vulnerabilities.

Our Firewall Defence Plus service can ensure immediate safety for your business from both internal and external threats, enhancing your online perimeter security and reducing your costs.

Activity	Branch	Small	Medium	Enterprise	Notes
Users					
Maximum no. of users	50	50	500	2000	Branch office can only be ordered if head office is covered by Firewall Defence Plus service
Implementation					
Initial Firewall Audit	✓	✓	✓	✓	Initial audit of existing firewall rule set before taking up the Firewall Defence Plus contract
New firewall platform	✓	✓	✓	✓	Implementation of a new state of the art firewall platform
Management and support service					
Pro-active Remote Monitoring	✓	✓	✓	✓	Remotely monitor the firewall for availability and performance and act on any alert conditions
Respond to critical alerts	✓	✓	✓	✓	Response to critical alerts from firewall logs or management utilities
Reactive Telephone Support	✓	✓	✓	✓	Reactive telephone support for problem reported over phone or email
Hardware maintenance	✓	✓	✓	✓	Provide on site hardware maintenance
Weekly full Configuration Backup	✓	✓	✓	✓	Weekly backup of configuration and logs
Weekly Check for free disk space	✓	✓	✓	✓	Weekly check for free disk space on management server and firewalls
Rulebase audit	Annual	Annual	Annual	6 months	Rulebase audit to establish whether rules are obsolete or need amending
Reporting	Quarterly	Quarterly	Quarterly	Quarterly	Management reports on availability and performance
Critical security patches	✓	✓	✓	✓	Within seven days subject to the customer's agreement and change control
Changes and updates					
Configuration Change Management	up to 2pa	up to 6pa	up to 12pa	up to 24pa	Make requested configuration changes in agreement with the customer's change management process
Non-critical patches and software upgrades	up to 1pa	up to 1pa	up to 2pa	up to 3pa	Subject to the customer's agreement and change control

The benefits

Our Firewall Defence Plus service provides you with the best security cover available as it:

- ◆ Provides a new state of the art firewall platform
- ◆ Minimises the potential costs to your business of an outage to your internet services or a security breach
- ◆ Delivers enhanced online perimeter security
- ◆ Provides a 24/7 proactive managed service delivered by a highly qualified team of security experts
- ◆ Allows your in-house IT resources to focus on delivering core business IT services to your staff and clients
- ◆ Helps your business towards compliance with regulatory standards (eg PCI DSS, SOX, FSA etc)

Other Network Defence services

Firewall Defence Plus is part of a comprehensive range of managed services, including:

Email Defence

Managing all inbound and outbound emails, ensuring maximum performance with minimal risk

Web Defence

Ensuring safe browsing that minimises the risk of external threats and vulnerabilities such as malware and trojans that can damage your systems

Total Defence

A fully managed, cost effective solution that manages all aspects of your IT and data security from data backup to virus prevention and removal, including email, firewall and web defence as standard



Get protected!
Call our experts on
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