



MANAGED FIREWALL SECURITY

Saving you time
and money.

What is Firewall Defence?

Firewall Defence 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.

Utilising your existing firewall platform, the **Firewall Defence** service is delivered by our highly qualified team of security experts dedicated to providing you with an excellent service. **Firewall Defence** 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?

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 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 service |
| Implementation | | | | | |
| Initial Firewall Audit | ✓ | ✓ | ✓ | ✓ | Initial audit of firewall before taking up the Firewall Defence contract |
| Remedial Work | up to 2 hours | up to 2 hours | up to 4 hours | up to 12 hours | Any security critical remedial work identified within the audit (further work chargeable) |
| 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 assistance where customer has a valid hardware support contract |
| 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 service provides you with the best security cover available as it:

- ◆ Maximises the investment in your existing firewall platform
- ◆ 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)
- ◆ Minimises the potential cost to your business of an outage to your internet service or a security breach

Other Network Defence services

Firewall Defence 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

Firewall Defence Plus

Installation, configuration and ongoing management of a new state of the art firewall platform, to prevent external attacks whilst at the same time allowing remote access to individuals or sites

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
01925 272000

sales@networkdefence.com
www.networkdefence.com