

# MANAGED FIREWALL SERVICE

Taking on the day-to-day management of your firewall infrastructure, whether it's on-premises, or in a public or private cloud.



CYBER SECURITY

## HOW DOES THE SERVICE WORK?

Our remote firewall service monitors your devices around the clock; provides updates; delivers technical support with direct escalation to platform vendors; applies security best practice; and reduces the burden on your security team.

We provide a managed end-to-end service to ensure your problems are resolved efficiently. Our process kicks in when a problem is reported or discovered, and the team works to bring you back online as quickly as possible. Our SLA offers an industry-leading hardware fix to ensure uptime is maximised.

Cloud-based portal access displays a real-time dashboard including reports and policies, allowing you to review the performance of the system.

As network threats grow in quantity and complexity, it is essential to enlist expert help to continually monitor your network. A reliable, flexible service with dedicated 24/7 expert support ensures security incidents are swiftly dealt with, whenever they occur. This contains threats, minimises financial and reputational loss, and reduces downtime.

## BENEFITS TO YOU

### People

The service reduces overheads and resources, with cost savings around training and management of ever-evolving gateway technology. With a simple, responsive, and transparent 24x7x365 service, our engineering and support team look at ways to continually improve and adjust protection measures for your organisation.

### Technology

An intuitive service and platform, built upon years of experience from the UK's leading firewalling specialists. We continually evolve our capabilities to cater for the needs of ever-changing organisations, enabling movement to cloud or hybrid services, as well as enabling an ever-mobile workforce.

### Commercials

Get access to the best firewalling engineers and benefit from our economies of scale. An organisation running these services internally would require a broad set of skills and enough staff to cover 24x7 shifts, as well as an engineer to tune and develop the rules, alerts and actions. This may account for a minimum of 2-3 employees with ranging salaries, not to mention retention and overheads. Softcat provides a complete service to eliminate these costs and resource requirements.

## SUITABLE FOR YOU IF...

- ✓ Your organisation is growing and you're looking for a flexible managed firewall SLA.
- ✓ You're looking to improve your security posture.
- ✓ You need a service to continually monitor your network and respond to threats.
- ✓ You need expert advice and support to ensure your organisation is well protected.
- ✓ You want to work with an organisation that is well-known and trustworthy.

## WORKS WELL WITH

### Managed SIEM Service

Reducing cyber risk by monitoring for, and detecting, security threats – enabling you to respond quickly, with guidance from cyber analysts.

### Managed Detection and Response Service

Giving the highest level of protection with an end-to-end security operations service using the most advanced ThreatCloud threat intelligence and AI-based analytics tools, paired with 24/7 human monitoring and interaction.

### Incident Response Service

Mitigating security incidents 24 hours a day, helping contain threats and minimise financial and reputational loss, whilst reducing downtime.

## WHAT'S INCLUDED

**Unlimited policy changes** – The service is totally flexible and scalable, according to your needs. With no extra charge, under a standard Service Level Agreement (SLA), we will make changes on your behalf to ensure we are up to date with your environment and needs, as your requirements evolve.

**Reassurance 24/7** – Our security service is built on industry best practice, seamlessly integrated with our Incident Response Service. We have a wealth of experience and expertise within the team.

**Quick response** – Our experts provide industry-leading response times to minimise downtime and reduce the impact of incidents. Our end-to-end service ensures problems are resolved quickly.

**Fully managed service** – We deliver best-of-breed threat prevention and technology platforms, coupled with expert analysis, ensuring your problems are resolved efficiently. Our process begins as soon as an issue is reported or discovered, and we quickly bring you back online.

**Accredited** – With ISO 27001 accredited Information Security Management.

## SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.