Softcat

Cyber Security Services

Reducing cyber risk with Softcat's

MANAGED FIREWALL SERVICE

Our vision is to help you build, implement and maintain an ongoing programme to reduce cyber risk in a way that's right for your business. Our Managed Firewall Service is part of a range of services we've developed to help you succeed in an ever-changing landscape.

What is the Managed Firewall service?

Our award-winning service takes on the day-to-day management of your organisation's firewall infrastructure, whether it's on-premise, or in a public or private cloud. We deliver best-of-breed threat prevention and technology platforms, coupled with expert analysis, to quickly identify the most important threats and effectively prevent them. We work with all kinds of businesses, including those in the Critical National Infrastructure sector, to ensure they are fully supported.

How does it work?

As network threats grow in quantity and complexity, you need expert help when it comes to continually monitoring your network. Therefore, our remote firewall service monitors your devices around the clock; provides updates; delivers technical support with direct escalation to platform vendors as required; applies security best practice; and reduces the overall burden on your in-house security team

KEY FACTS

- *Rapid* – integrates with our Incident Response service to deliver industry-leading response times

- *Dedicated* – bespoke service with 24/7/365 support

- *Comprehensive* – ISO 27001 accredited Information Security Management

- *Expert* – we have the highest number of Lead Firewalling Experts in Europe

- *Flexible* – unlimited firewall policy changes

What are the benefits?

Provides access to experts around the clock

Softcat boasts the highest number of Lead Firewalling Experts in Europe. It means we can offer you a top-tier technical resource with dedicated 24/7 support from our very own UK-based operations centre. In addition, our close partner relationships enable us to keep up to date with the very latest firewall updates and test any changes before deploying them.

Lets you make unlimited policy changes

Under a standard Service Level Agreement (SLA) you can request an unlimited amount of firewall policy changes without any extra charge. This enables you to make adjustments as your organisation's requirements evolve, and means you'll always have exactly what you need, without having to worry about any extra expense.

Offers industry-leading response and resolution time

Our Managed Firewall Service is seamlessly integrated with our Incident Response Service, which is designed to swiftly mitigate security incidents no matter when they occur. Our team has full access to R&D, but they remain completely vendor-agnostic, providing a security service that is built on industry best practice – helping you to contain threats, minimise financial and reputational loss, and reduce downtime.

Allows you to track performance with ease

With cloud-based portal access, your organisation can see a dashboard in real-time with reports and policies accessed live. This provides you with a valuable resource to keep tabs on the performance of the system.

Enables maximum business uptime

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

WHY SOFTCAT

- Wealth of expertise and experience – feel reassured at all times

- Industry-leading SLA response time to Priority One incidents – minimise downtime

- Close and meaningful client relationships – benefit from ongoing support

- Deep understanding of your preferences – ensure your critical priorities are met

- Swift escalation and quick resolutions to problems – reduce the impact of incidents

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