

Dimension Data's Managed Firewall Service

Strong perimeter security is an essential prerequisite to successfully protect your business's networks and corporate applications. Firewalls are fundamental building blocks in a technical security environment, governing all interactions with your data. Although they generate a valuable stream of data about the traffic in and out of the network, **firewall technologies can only protect your organisation effectively if properly managed, monitored and maintained.** And the data they provide is useful only if someone observes it, analyses it and determines a course of action.

This level of vigilance requires time, effort and specialised expertise.

If you're looking for a better way to protect your key information assets across networks, hosts, applications and databases, **Dimension Data's Managed Firewall Service can assist.**

The service provides:

- A managed firewall service, built on commercially supported, industry-leading products from providers such as Cisco, Palo Alto, Juniper, Check Point, Fortinet, Industrial Defender and Sourcefire.
- Firewall management, monitoring and maintenance by experienced security analysts.
- 24/7 firewall and security event monitoring, generating immediate alerts and responses for service outages and security threats and breaches associated

with critical Internet access points.

- Industry best practices to ensure a high level of network access and information availability, integrity and privacy access to highly trained security experts who act as an extension of your in-house IT team, providing analysis, configuration, set-up, alerts and 24/7 management of the firewall.
- A **client security** portal that provides the intelligence and analytics you need to easily understand your risks, demonstrate compliance and make better security decisions. The client security portal gives you full visibility into your security and compliance posture with advanced reporting functionality integrated across all of Dimension Data's Managed Security Services.

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Benefits to you

- **Custom firewall configurations:** focused, cost-effective security solutions for your enterprise – regardless of business size or market.
- **Guaranteed responsiveness:** to security events detected or issues with system performance.
- **Daily management:** with complete firewall system maintenance, including rule-based backup and restoration, software upgrades, patches and system configuration.
- **Reduced costs:** associated with hiring, training, managing and retaining high quality security engineering personnel.
- **Improved agility:** by freeing up your internal resources to focus on your core business outcomes and requirements.
- **Flexible financial terms:** an opportunity to consume the service as an operational expense, negating the need to purchase hardware and software.
- **Streamline firewall operations:** and improve firewall performance.
- **Firewall audit:** reduce preparation time and costs.
- **Tighter security policy:** for improved protection against cyber-attacks.
- **Access to Security Operations Centre (SOC):** for 24x7 support and escalated engineering.
- **Certifications:** AS/NZS 27001, ASIO T4, ISO/IEC 27001:2005, Defence Signals Directorate (DSD) certified gateway up to protected classification level and PCI DSS.
- **Access to critical security data:** including detailed analysis, summary overviews and customised query reports.
- **Business intelligence:** the client security portal features integrated business intelligence and analytics tools to help you gain the meaningful insights and new perspectives you need to answer these questions and make better security decisions. Highly customisable data visualisations and reports give you point-in-time snapshots as well as historical trending perspectives across multiple security metrics.
- **Security reporting:** To help demonstrate security effectiveness and reduce the burden of compliance reporting, client security portal provides you with an extensive set of pre-built reports for security and compliance. Reporting has been specifically designed to help clients demonstrate adherence to regulatory requirements and provide enterprise-wide visibility into the performance of security controls.

The service elements include:

Service elements	Essential	Advanced
Client take-on	✓	✓
Event management		
Performance and availability monitoring and notification	✓	✓
Security information and event management <ul style="list-style-type: none"> • Log collection • Log filtering • Log aggregation • Log categorisation • Log normalisation • Log forwarding • Log mining • Log correlation 	x	✓
Global intelligence correlation	x	✓
Vulnerability scan data correlation	x	✓
Content aware monitoring	x	✓
Context aware monitoring	x	✓
Predictive intelligence	x	✓
Incident management		
Security incident management <ul style="list-style-type: none"> • Phase 1: security incident identification • Phase 2: security incident investigation • Phase 3: security incident response & containment • Phase 4: security incident rectification • Phase 5: restart • Phase 6: monitoring 	x	✓
Remote incident diagnosis and troubleshooting	✓	✓
Workaround or permanent resolution identification	✓	✓
Workaround or permanent resolution implementation	✓	✓

Service elements	Essential	Advanced
Service asset and configuration management		
Configuration and rule-base backup	✓	✓
Patch release notification	✓	✓
Asset inventory management	✓	✓
Role-based access control	✓	✓
IDS/IPS policy tuning	x	✓
Vulnerability scanning service	✓	✓
Change management		
Change request process	✓	✓
Configuration and rule-base administration	✓	✓
Release and deployment management		
Patch installations	✓	✓
Configuration and rule-base restore	✓	✓
Signature update maintenance	✓	✓
Reporting		
Threat intelligence service	✓	✓
Online searching and reporting	x	✓
Monthly reporting (system generated)	x	✓
Report validation and review	x	Optional
Compliance management		
Change compliance assessment	Optional	Optional
Standards and control management		
Rule-base optimisation analysis		
Non-compliance alerting and notification		
Standards compliance reports		
Optimisation analysis reports		
Core service elements		
Service desk	✓	✓
Escalation management	✓	✓
Request fulfilment	✓	✓
Client security portal	✓	✓
MACD service units	✓	✓
Service management <ul style="list-style-type: none"> • Client Services Manager • Service management reporting • Service review meetings 	Optional	Optional

Why Dimension Data?

- **Broad technical and integration expertise** across a variety of IT disciplines, including: networking, security, unified communications and collaboration, data centres, virtualisation, Microsoft and contact centres.
- **Strategic partnerships** with leading security technology vendors, including Cisco, Check Point, Blue Coat, RSA, McAfee, Zscaler, Juniper, Sourcefire, Imperva, Palo Alto, Fortinet and ArcSight.
- **Proven track record:** over 6,000 security clients across all industry sectors, including financial services, telecommunications, health care, manufacturing, government and education.
- **Global footprint, local delivery:** with over 14,000 employees and operations in 52 countries across five continents, Dimension Data manages more than USD12.5 billion of network infrastructure through five Global Service Centres on a 24x7 basis, in more than 15 languages.
- **Real-time security information and event management architecture:** an enterprise-wide risk management solution enabling our SOC analysts to centrally manage attacks, threats and exposures by correlating security information from firewalls, intrusion detectors, virus scanners, VPNs, operating systems, authentication solutions, vulnerability scanning tools and other security checkpoints. The solution enables our analysts to eliminate clutter such as false-positives, while quickly identifying the real security threats to help them respond with adaptive security measures.
- **Security Operations Centres:** our SOC's serve as the command, control and communications centre for all Dimension Data security operations and customer support centres. Staffed 24x7 with three teams, namely the Watch Team, Response Team and Forensic Team, dedicated to maintaining the highest quality of service. The SOC's utilise state-of-the-art equipment and technology for monitoring and managing the network and identifying and resolving problems.
- **Security experts:** our team of certified security experts brings a century of combined cyber security experience with such organisations as CERT, Department of Defence, IBM and Cisco, to augment the knowledge base of your IT organisation and provide peace of mind that skilled technicians are there to help you respond to and mitigate threats.
- **Certifications:** ISO9001, ISO 27001 DSD Protected Gateway, PCI DSS, Cisco MSCP, ACSI 33 and ASIO T4.

Dimension Data creates, integrates and manages your security infrastructure in a way that supports your business goals. We offer a broad portfolio of security services coupled with proven technologies from a select group of innovative partners. Our security professionals are recognised for their depth of expertise and passionate client delivery. They're globally connected to bring you the best solutions for your security needs, delivered anywhere in the world.

Contact us

For more information, please contact your nearest Dimension Data office or visit <http://www.dimensiondata.com>

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