

Dimension Data's Real-time Threat Management-as-a-Service

Corporate computer networks are continuously under siege by hackers and malicious insiders eager to exploit any and every vulnerability. These attacks are increasing not only in frequency, but also in complexity and severity. Organisations have attempted to protect themselves by implementing industry-leading security solutions like antivirus gateways, firewalls and intrusion prevention systems. These technologies are valuable, but scores of security devices and systems from different vendors can lead to a new problem: crippling complexity. To understand and effectively manage this complexity requires time, effort and specialised expertise.

If you're seeking to **effectively monitor, detect, analyse and respond to the security data** your network produces, all in real-time, **Dimension Data's Real-Time Threat Management-as-a-Service can help**. Our service combines collection, correlation, management, early warning and detection with 24x7 expert security analysis and incident response to keep your network ahead of today's evolving risks.

The service provides:

- **Real-time security event management:** security device monitoring for security events 24x7x365.
- **Powerful correlation:** global and predictive intelligence, content- and context-aware monitoring.
- **Threat analysis and incident response:** support during the process of incident identification, investigation, response and containment, rectification, restart and monitoring.
- **Risk and threat assessment:** proactive risk assessment to understand the overall vulnerability of any particular asset within the organisation.
- **Visibility and reporting:** detailed security dashboards including powerful search and reporting tools available 24x7 via a client security portal.

Optional services include network behavioural anomaly detection, compliance-aware monitoring, identity and role correlation, and insider threat monitoring.

Benefits to you

- **Safeguard your business:** by gaining complete visibility of activity across your IT infrastructure.
- **Better protection:** of information assets to minimise any impact on business operations and reduce overall security risk.
- **Rapid identification, prioritisation and response:** to policy breaches, cyber-security attacks and insider threats.
- **Enhanced risk management:** through effective incident management, incident escalation and rapid response to outbreaks by dedicated security engineers, using advanced query and analysis tools.
- **Improved agility:** by freeing up your internal resources to focus on your core business outcomes and requirements.
- **Complete visibility:** of security activity on your network.
- **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.

'Our service combines **collection, correlation, management, early warning and detection** with 24x7 expert security analysis and incident response **to keep your network ahead of today's evolving risks.**'

The service elements include:

Service elements	Advanced
Client take-on	✓
Real-time threat management-as-a-service	
Vulnerability scanning service	✓
Log processing <ul style="list-style-type: none"> • Log collection • Log filtering • Log aggregation • Log categorisation • Log normalisation • Log forwarding 	✓
Identity and role correlation	Optional
Global intelligence correlation	✓
Vulnerability scan data correlation	✓
Availability and performance monitoring	✓
Content aware monitoring	✓
Context aware monitoring	✓
Predictive intelligence	✓
Network behavioural anomaly detection	Optional
Insider threat monitoring	Optional
Compliance aware monitoring	Optional
Security incident management <ul style="list-style-type: none"> • Phase 1: security incident identification • Phase 2: security incident investigation • Phase 3: security incident response and containment • Phase 4: security incident rectification • Phase 5: restart • Phase 6: monitoring 	✓
Threat intelligence service	✓
Online searching and reporting	✓
Monthly reporting (system generated)	✓
Report validation and review	Optional
Core service elements	
Service desk	✓
Escalation management	✓
Request fulfilment	✓
Client security portal	✓
Service configuration MACDs	✓
MACD service units	✓
Service management <ul style="list-style-type: none"> • Client Services Manager • Service management reporting • Service review meetings 	Optional
* Use case development prerequisite	

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 15,000 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 bring 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 Australian Signals Directorate (ASD) Protected Gateway, PCI DSS, Cisco MSCP, Information Security Manual (ISM) 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>

Middle East & Africa

Algeria • Angola
Botswana • Congo • Burundi
Democratic Republic of the Congo
Gabon • Ghana • Kenya
Malawi • Mauritius • Morocco
Mozambique • Namibia • Nigeria
Oman • Rwanda • Saudi Arabia
South Africa
Tanzania • Uganda
United Arab Emirates • Zambia

Asia

China • Hong Kong
India • Indonesia • Japan
Korea • Malaysia
New Zealand • Philippines
Singapore • Taiwan
Thailand • Vietnam

Australia

Australian Capital Territory
New South Wales • Queensland
South Australia • Victoria
Western Australia

Europe

Belgium • Czech Republic
France • Germany
Italy • Luxembourg
Netherlands • Spain
Switzerland • United Kingdom

Americas

Brazil • Canada • Chile
Mexico • United States