

Web Security-as-a-Service powered by Blue Coat

Managed Security Services

In today's dynamic IT environment, businesses are constantly challenging traditional security boundaries. Your **users are adopting an increasingly wide range of Internet-based public applications**, whilst corporate applications and critical data are migrating to cloud platforms.

In addition, clients, partners, and suppliers all need to use the Internet for authorised, on-demand access to corporate data, regardless of their physical location. IT departments face more challenging demands as the line between corporate intellectual property and 'shadow IT' becomes harder to distinguish.

This new landscape has revealed some common challenges for IT departments:

- **Delivering advanced and flexible security:** IT must make the Web safe and focus on enabling secure and consistent services, and blocking internet security threats and inappropriate content, while granting authorised users the ability to consume applications and services regardless of location and access method.
- **Security intelligence:** IT must secure the network against emerging, advanced threats and the mechanisms used to deliver these threats. As the severity of these threats increases, IT departments face a challenging task to keep pace.

- **Maintain performance:** Poor performance has always encouraged users to follow the path of least resistance, finding ways to circumvent corporate security. IT must optimise the performance of critical business applications such as webmail, file sharing, multimedia, and critical Web applications.
- **Visibility of threats:** Emerging threats are increasingly making use of encrypted channels to deliver targeted exploits. Whether securing remote users or branch offices, IT must selectively decrypt SSL traffic while delivering quick and reliable access to business critical resources.
- **Secure Internet access:** IT must make the Web safe, blocking Internet security threats and inappropriate content, while granting authorised users access to the applications and data required.
- **Access control:** IT must have visibility and policy-based control capabilities to ensure that the business is providing superior security and performance for all users and critical applications.

The service provides:

- **Global Intelligence Network:** gap-free protection against advanced threats and zero-day attacks, and the ability to design your security policy for your business by using the Global Intelligence Network to provide negative day defence and identify malware networks prior to their active deployment.
- **Cloud application and social media control:** to fully utilise the power of cloud applications and social media without compromising productivity or security.
- **Antivirus and antispayware:** for complete, online protection from viruses and spyware – because the technology sits between the user and the Internet, your policy and protection are consistent across devices and locations.
- **Dynamic and multi-layer URL filtering:** with flexible and granular URL categories, organised in a hierarchy that enables better analysis and control.
- **Behavioural analysis:** delivered via security research and analytics from the Global Intelligence Network with multiple, dedicated data centres and scientists located around the globe. Behavioural analysis includes comprehensive heuristic analysis¹.

¹ **Heuristic analysis** involves detecting previously unknown computer viruses, as well as new variants of viruses already in the 'wild'.

Benefits to you:

- **Central provisioning of all service features:** The global, fully meshed, cloud security fabric allows all service features to be centrally provisioned at all global point of presence (POP) locations. These POPs simplify delivery of the Service by leveraging the fully meshed and resilient architecture.
- **Real-time threat analysis:** The Global Intelligence Network allows the Service to perform real-time threat analysis on complex Web traffic behaviour using globally derived intelligence, the inspection of all parts of the web traffic to determine suspicious and malicious access, and the examination of malware-prone file types in detail. It even identifies 'phone-home' or botnet traffic, enabling IT to quickly find and clean infected assets. The network is used by millions of active users, and analyses billions of new content sources and millions of malware/threats every day.
- **Quick and easy administration for policies:** When enforcing policies for network access and use, you can intuitively manage policies for small groups or up to hundreds of thousands of users all in one simple configuration.
- **Detailed reporting and real-time hosted reporting:** Use the rich, enterprise-level reporting features, including dashboards, and custom reports (e.g. report based on customised field query, traffic for specific users, etc). Real-time hosted reporting allows you to generate service reports for the previous 100 days.
- **Complete access for management, reporting and role based access:** Delivered through the Web Security Portal – a central UI dashboard, and includes functionalities including content filtering, threat protection and search controls.
- **Enable log streaming to your log solution:** Extends the Service's ability to incorporate cloud and mobile users into the core security infrastructure.
- Tackle the changing behaviour of mobile applications and provide a consistent approach to securing mobile users: Users can be tracked when roaming and connected to the on-site policy if connecting from a configured location, enabling consistency throughout the Service.
- **Early warning of potential global security threats:** Receive early warning of potential global security threats and the latest information on vulnerabilities, malicious code, and security risks delivered as monthly email notifications during business hours to your nominated representatives.

The service packages include:

Service element	Web Essentials	Web Advanced	Web Premier
Web Security-as-a-Service			
Global fully meshed cloud security fabric	✓	✓	✓
Global intelligence network	✓	✓	✓
Advanced threat protection	✓	✓	✓
Advanced authentication <ul style="list-style-type: none"> • Auth Agent (AA) 	✓	✓	✓
Intuitive and flexible policy controls	✓	✓	✓
Actionable and detailed reporting <ul style="list-style-type: none"> • customised reports • user access logs • audit logs 	✓	✓	✓
Web application and social media control	✓	✓	✓
Dual inline antivirus and antispysware analysis	✓	✓	✓
Dynamic and multi-layer URL filtering	✓	✓	✓
SSL interception	✓	✓	✓
Behavioural analysis	✓	✓	✓
Web security portal	✓	✓	✓
Encrypted VPN	✓	✓	✓
Log streaming and batch service <ul style="list-style-type: none"> • batch service 	✓	✓	✓
Real-time hosted reporting	✓	✓	✓
Mobile device security – application security and controls	✗	✓	✓

Service element	Web Essentials	Web Advanced	Web Premier
Unified agent	✓	✓	✓
Hybrid-cloud security solution	✗	✗	✓
Data loss prevention – on-premise integration	Option	Option	Option
Incident management	✓	✓	✓
MACD service units	✓	✓	✓
Service configuration MACDs	✓	✓	✓
<ul style="list-style-type: none"> • standard tasks utilising MACD service units • non-standard tasks utilising MACD service units 			
Service desk	✓	✓	✓
Escalation management	✓	✓	✓
Request fulfilment	✓	✓	✓
Service management	Option	Option	Option
<ul style="list-style-type: none"> • client services manager • service management reporting • service review meetings 			
Threat intelligence			
Threat intelligence notification	✓	✓	✓
Client take-on			
Client take-on administration	✓	✓	✓
Connectivity and system configuration	✓	✓	✓
Web security portal establishment and user creation	✓	✓	✓
Service policy verification	✓	✓	✓
Service acceptance and activation	✓	✓	✓

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, Intel, 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 more than 15,000 employees and operations in 52 countries across five continents, Dimension Data manages more than USD 12.5 billion of network infrastructure through five Global Service Centres on a 24/7 basis, in more than 15 languages.
- **Security Operations Centres (SOC):** our SOCs serve as the command, control, and communications centre for all Dimension Data security operations and customer support centres. Staffed 24/7 with three teams, namely the Watch Team, Response Team, and Forensic Team, they're dedicated to maintaining the highest quality of service. The SOCs utilise state-of-the-art equipment and technology to monitor and manage the network, and identify and resolve problems.
- **Security experts:** our team of certified security experts brings a century of combined cybersecurity 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 v(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 levels of expertise and are passionate about delivering the right solution to accelerate your ambitions. 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 www.dimensiondata.com/security