

Managed Web Gateway Service

The Web is no longer a 'nice to have' research tool. It's a business critical resource and the medium for a growing number of core applications – from CRM to corporate databases.

Unfortunately, the Web also carries a wide range of threats to your organisation's systems, profits and reputation.

Viruses, trojans, spyware and malicious code can all be distributed via the Web. And with Webmail, confidential information and illegal materials can be up or downloaded without the need to pass through the SMTP gateway.

Finally, unrestricted browsing can open your organisation up to lost productivity and litigation.

Web gateway technologies can only protect you if they're properly managed, monitored and maintained. The data they provide is only useful if someone observes it, analyses it and determines a course of action.

This level of vigilance requires time, effort and specialised expertise that may be beyond the internal capabilities of your organisation

The service provides:

- **A managed Web gateway service**, built on commercially supported, industry leading products from Cisco, McAfee, Blue Coat and Websense
- **Web gateway management**, monitoring and maintenance by experienced security analysts in Dimension Data's Security Operations Centre (SOC)
- **24/7 performance and availability event monitoring**, providing constant vigilance for your perimeter security
- **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 Web gateway
- **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 enhanced reporting functionality integrated across all of Dimension Data's Managed Security Services.

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Benefits to you

- **Custom Web gateway configurations:** focused, cost-effective security solutions for your enterprise – regardless of business size or market
- **Guaranteed responsiveness:** to availability events or issues with system performance
- **Daily management:** with complete Web gateway system support, including policy backup and restoration, software 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, eliminating the need to purchase hardware and software
- **Streamline Web gateway operations:** and improve performance
- **Tighter security policy:** for improved protection against cyber-attacks
- **Access to our SOC:** 24/7 support and escalated engineering
- **Certifications:** ASIO T4, ISO/IEC 27001:2013, ISO 9001, Australian Signals Directorate (ASD) certified gateway up to protected classification level and PCI DSS
- **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 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.
- **Compliance reporting:** the client security portal provides you with an extensive set of pre-built reports for security and compliance. Reporting has been specifically designed to help you 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		
Client take-on administration	✓	✓
Infrastructure Readiness Assessment	✓	✓
Client connectivity	✓	✓
SDA deployment	✗	✓
Baseline reviews	✓	✓
Client security portal establishment	✓	✓
Service activation and acceptance	✓	✓
Event Management		
Performance and availability monitoring and notification	✓	✓
Incident Management		
Remote incident diagnosis and troubleshooting	✓	✓
Workaround or permanent resolution identification	✓	✓
Workaround or permanent resolution implementation	✓	✓
Service Asset and Configuration Management		
Configuration and policy backup	✓	✓
Patch release notification	✓	✓
Asset inventory management	✓	✓
Role-based access control	✓	✓
Change Management		
Change request process	✓	✓
Configuration and policy administration	✓	✓
Release and Deployment Management		
Patch installations	✓	✓
Configuration and policy restore	✓	✓
Reporting		
Log collection, searching and reporting	✓	✓
Monthly reporting (system generated)	✗	✓

Service elements	Essential	Advanced
Core service elements		
Service desk	✓	✓
Escalation management	✓	✓
Request fulfilment	✓	✓
Client security portal	✓	✓
MACD service units	✓	✓
Service management	Optional	Optional
• client services manager		
• service management reporting		
• service review meetings		

Why Dimension Data?

- **Broad expertise** across a variety of technology focus areas, including:
 - the network as the platform
 - communications
 - the next-generation data centre
 - end user computing
 - security
- **Strategic partnerships** with leading security technology vendors, including Cisco, Check Point, Blue Coat, RSA, McAfee, Zscaler, Juniper, Sourcefire, Imperva, Palo Alto, Fortinet, ArcSight, and FireEye.
- **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 23,000 employees and operations in 58 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.

- **Real-time threat management platform:** 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 controls. 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.
- **SOCs:** our SOC's serve as command, control and communications centres for all Dimension Data's security operations and client support centres. Staffed 24/7 with three teams, namely the Watch Team, Security Operations Team and Forensic Team, which are dedicated to maintaining the highest quality of service. The SOC's utilise enhanced equipment and technology to monitor and manage the network and identify and resolve problems.
- **Security experts:** our certified security experts collectively bring a wealth of cyber security experience 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:** ASIO T4, ISO/IEC 27001:2013, ISO 9001, ASD certified gateway up to protected classification level and PCI DSS.

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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