



# Managed Security Services

Provides peace-of-mind network security services for your firewall deployment

## Key Benefits

### **Firewall Management & Security Alert Monitoring**

Allow you to focus on other important tasks

### **Active Network Monitoring**

Reduces network downtime

### **Change Management Reporting**

Guarantees you will be aware of what has changed on your network and any fixes we apply

### **Customized To Your Needs**

Gives you control over the level of service that is right for you, whether it's Advanced or Standard

**Contact Us Today  
To Get Started**

**866.403.5305**  
**sales@firewalls.com**

## Service Deliverables

- Best practice configuration changes
- Unlimited phone support
- Equipment repair or replacement
- Remote firmware updates
- Priority access to our certified services team
- After hours emergency response from our certified team (*Advanced Level only*)
- Firewall alerts, proactive threat detection, & remediation
- Access to Web-based firewall activity reporting
- No contract or extended commitment
- Service provided month-to-month

Our Firewalls.com managed service provides peace-of-mind network security services for your firewall deployment. Our team of highly experienced, certified engineers provides the following benefits on a month-to-month basis:

### **Standard Level Services**

- ✓ Best practice configuration
- ✓ Unlimited phone support
- ✓ Constant access to Web-based monitoring
- ✓ Free equipment repair or replacement
- ✓ Remote firmware updates as necessary
- ✓ Quick configuration changes
- ✓ No contract or extended customer commitment

### **Advanced Level Services** *All Standard Level Services **plus:***

- ✓ Proactive threat detection
- ✓ Comprehensive outage remediation
- ✓ Wireless IDS
- ✓ After-hours emergency response from our certified team

## **Features of Managed Services**

**Best practice configuration changes** - In the event that a non-emergency firewall configuration change is necessary, it will be completed within four hours of the request, between 8 a.m. and 6 p.m. EST, Monday through Friday

**Equipment Replace or Repair** - If it becomes apparent that the firewall appliance is failing, we will work directly with the manufacturer to replace the appliance and restore your configuration settings as quickly as possible

**Remote Firmware Updates as Needed** - As soon as new firmware or features are released, they will be deployed remotely to your firewall

**Priority Access to our Certified Services Team** - Your service request is automatically rushed to the top of the support queue for prioritized response

**After Hours Emergency Response** - Advanced Managed Services customers can request emergency services anytime crisis occurs, and a certified team member will be available to assist

**Firewall Alerts, Proactive Threat Detection, & Remediation** - Rapid response to any threats detected through our active monitoring will be attended to by our certified professional services team. If instant remediation is not possible, you will receive immediate notification of the threat as we continue to secure the network

**Access to Web-based Firewall Reporting** - Firewalls.com provides you with access to an easy to use online portal which collects and analyzes real-time firewall data. After comprehensive training on the features of our reporting tools, you can use the reporting system to view firewall analytics and discover both potential and existing security threats

## **Meeting Your Objectives**

Becoming a Firewalls.com Managed Services customer illustrates your desire for the highest efficiency and most thorough network security available, which is exactly what we offer. Our Managed Security Services provide ongoing configuration services, monitoring, equipment repair or replacement, automatic remote firmware updates, and even 24x7 emergency response on a month-to-month basis. This provides you with the peace of mind that your network is always under our diligent watch.

## Value

### **System Management** - *Take back your time and focus on other important tasks*

With training and access to our Web-based tools, the task of reporting and maintenance is streamlined. In addition, Standard-Level Managed Services provide access to our team of highly experienced, manufacturer-certified engineers who can assist with any firewall-related security threats identified by the reporting system. Our Managed Services customers rest easy knowing that should an incident occur, we'll be on top of it.

### **Prompt Equipment Replacement** - *You can buy with confidence*

The failure rate of a firewall is exceedingly low, but it can happen. Once we have determined that a problem is related to the physical appliance, we will work directly with the manufacturer to get your replacement unit as soon as possible. Additionally, we will restore your firewall's configuration to get you back online quickly.

### **Proactive Firmware Updates** - *Automatically deployed remotely as needed*

There is no need to go searching for firmware updates that may be "minor" but still imperative for the most efficient performance of your firewall. Often we know about pending firmware updates well before their release date. Updates are scheduled around your business needs to reduce downtime and disruptions to your network.

### **Best Practice Configuration** - *Quick and painless changes*

With years of experience providing configuration, troubleshooting, and support for hundreds of firewall security appliances, our team of certified engineers understands that your business needs can change. We interact with our customers frequently to evaluate how to best address upcoming non-emergency changes. We will fulfill requests efficiently to 100% satisfaction.

### **Emergency Response** - *We're here for you, so there's no need to panic in a stressful situation*

Despite your best efforts, security incidents still occur. If that should happen, our emergency phone line is always open and accessible to Advanced-Level Managed Services customers, 24/7/365. One of our extraordinary engineers will be available to help you through any network security emergency.

## Our Time-Tested Methodology

Our proprietary method of setting up and managing various classes of firewalls security appliances was developed exclusively by our highly experienced certified support team with the customer in mind.

- ✓ We start by discussing at length your needs and expectations for network security
- ✓ A smooth transition plan is mapped out and followed to achieve an elite level of service from start to finish
- ✓ Our implementation process for securing your appliance and network ensures a safe and seamless deployment
- ✓ All customers receive initial training on our Web-based monitoring tool and can count on ongoing support

## Compare Managed Service Levels

Services	Standard	Advanced
No contract required	Yes	Yes
Best practice configuration	Yes	Yes
Unlimited phone & Web-based support	Yes	Yes
Firewall and user activity reporting	Yes	Yes
Equipment repair or replacement	Yes	Yes
Remote firmware updates as needed	Yes	Yes
Quick configuration changes	Yes	Yes
Firewall alerts & proactive threat detection	No	Yes

### ***Managed Services from Firewalls.com***

- ✓ Affordable
- ✓ Peace of Mind
- ✓ No Contract
- ✓ Easy to Use

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