

Remote Management

Overview: BRONZE LEVEL

Bronze Level Support provides the minimum amount of security management for organizations seeking to cost-effectively protect business assets with a blend of basic functions that include management, administration, and monitoring. This level of service is ideal to protect small business environments (less than 25 users) and remote site branch offices.

Key Business Benefits:

Many organizations do not have the time or resources to devote to staying current with the myriad of security patches. Signature updates, and application fixes, particularly with regard to constantly evolving security vulnerabilities and associated threats. By extending the management capability of the IT staff, IT Development Group can play a valuable role, helping to prevent network outages caused by security threats, augmenting IT staff that may not have security expertise, and providing vigilant monitoring of mission critical applications, servers, security devices, and network infrastructure.

Your Outsourced Security Specialist & Security Co-Management Partner:

There are two approaches that are designed to give staff members and managers the control and accountability that they require. These two flexible approaches are:

- *Outsourced:* IT Development Group (ITDG) will be completely responsible and accountable for the management of your security infrastructure in accordance with the Service Level.
- *Co-Managed:* Lets a designated staff member within your IT Department to act as the primary contact for support and management. ITDG acts as backup and 2nd tier support, while continuing to provide monitoring, patching, reporting, etc.

Bronze Solution Bundle:

- 8 Hours x 5 Days/Week Technical Support via Help Desk
- Maintaining Security Device Security fixes and vulnerability patching
- License Management
- Security Policy Administration
- Monitoring of Firewall state (up/down, critical security events)
- Optional Services such as Anti-Virus Protection, Content Filtering, Anti-Spam E-Mail Services, etc.

Overview: SILVER LEVEL

Firewall management is a key building block in achieving a proactive security management strategy. Our Silver Level Support bundle is designed to provide a moderate amount of security management for organizations that have any of the following:

- Servers accessible via the web or internet (Outlook Web Access, etc.)
- Use remote access or remote site connectivity (VPN)
- Need to protect their business assets inexpensively but at a reasonable level from viruses, worms, attacks, and internet threats. (Basic IDS/IPS)
- Need to Monitor internet connectivity and security device reliability

Key Business Benefits:

Many organizations do not have the time or resources to devote to staying current with the myriad of security patches, signature updates, and application fixes, particularly with regard to constantly evolving security vulnerabilities and associated threats. By extending the management capability of the IT staff, Network Vigilance can take play a valuable role, helping to prevent network outages caused by security threats, augmenting IT staff that may not have security expertise, and providing vigilant, round the clock, monitoring of mission critical applications, servers, security devices, and network infrastructure.

Silver Solution Bundle

At the forefront of our Silver service level of is enhanced firewall management, VPN monitoring, and intrusion attack prevention. All of the features and benefits of our Bronze service level offering are included, in addition to the following:

- Reporting—Provides visibility and insight into identified & potential security threats
- Trouble Alerting and automatic Response to a Failure warning condition
- VPN Management that incorporate all of the devices along the VPN dependency chain
- Disaster Recovery - Backup of security Configuration, rules, policies, and settings
- On-Site emergency Replacement of mission critical hardware & Equipment
- Optional Intrusion Prevention on the Firewall (See Vigilant Smart Defense)
- Extended hours coverage availability, based on business needs.
- Anti-Virus, Anti-SPAM, and Content Filtering Service Options directly on the Firewall*

Overview: GOLD LEVEL

Gold Level firewall management is designed to cover most aspects of IT security for a mid-sized organization. Our Gold Level Support bundle is designed to provide a moderate to high level of secure operations management for organizations that may have or need any one of the following:

- Susceptibility of Critical Business Systems to potential security issues/threats
- Presence of Web/Internet accessible Servers or E-Commerce Infrastructure
- High business demand for systems uptime
- Flexible & Affordable Management of multiple security layers & Applications

Key Business Benefits:

Many organizations do not have the time or resources to devote to staying current with the myriad of security patches. Signature updates, and application fixes, particularly with regard to constantly evolving security vulnerabilities and associated threats. By extending the management capability of the IT staff, Network Vigilance can take play a valuable role, helping to prevent network outages caused by security threats, augmenting IT staff that may not have security expertise, and providing vigilant, round the clock, monitoring of mission critical applications, servers, security devices, and network infrastructure.

Gold Solution Bundle

At the Gold service level, we have adopted a multi-level, proactive management approach geared at preventing interruption of company operations as the result of a security issue. The offering builds on security measures incorporated into previous level offerings, however the solution bundle blends in management of recommended and pre-formulated, security layers (according to SANS Defense in Depth).

- Security Policy Development, Maintenance, and Management
- Content Filtering & Anti-Virus Management (on Supported Systems)
- Enhanced Monitoring to include service monitoring, Server OS, Exchange, SQL, Citrix, server processes, Anti-Virus, Tape Backup, etc.
- Upgraded Reporting, including report customization based on performance criteria
- Disaster Recovery Service Options
- On-Site emergency Replacement of mission critical hardware & Equipment
- Standard Intrusion Prevention on the Firewall (See Vigilant Smart Defense)

Service Level	Service Coverage	Size Recommendation
Bronze	Firewall Management Only	Remote Branch or Small Offices (1-25 Users)
Silver	Firewall Management with Intrusion Detection/ prevention	Large Branch Offices or Medium Size Offices (25-75 users)
Gold	Operational Security – Silver level protection along with high level security app management, etc.	Medium Size/ businesses (75-100 users), E-commerce sites, etc.