

Providing real-time security monitoring and management with a low total cost of ownership



IBM Managed and Monitored Firewall Services

Highlights

- ***Reduces risk via real-time views to security posture that support regulatory compliance***
- ***Improves security posture by preventing attacks from both known and emerging threats***
- ***Provides rapid, cost-effective resolution of security issues, accelerating speed to protection***
- ***Helps reduce staffing requirements, training, maintenance and infrastructure costs***

Helping the enterprise stay ahead of the threat

Enterprise security continues to grow in complexity and cost, demanding an ever-increasing share of IT resources to administer. At the same time, the liabilities associated with inadequate security management are becoming more severe, ranging from catastrophic downtime to noncompliance penalties associated with industry and government mandates.

Today's complex IT environment presents significant challenges for enterprises that require a high degree of secure network connectivity to efficiently conduct business. New Internet threats demand complete, flexible, around-the-clock expertise.

IBM Managed and Monitored Firewall Services provides real-time security monitoring and management that deliver customized protection at a fraction of the cost of traditional solutions. This service offers a vendor-neutral approach to help maximize your existing security investments while delivering around-the-clock monitoring, management and analysis of firewall logs. And its scalability helps companies of all sizes to stay ahead of the threat while reducing risk and improving regulatory compliance. The IBM Managed and Monitored Firewall Services offering is one of a broad range of services available through the IBM Internet

Security Services (ISS) protection on demand services platform. Protection on demand from IBM ISS helps organizations of all sizes proactively respond to Internet threats while integrating security with key business processes.

Benefits

- *Ensures business continuity and customization to fit specific business requirements with flexible, performance-based service level agreements*
- *Helps maximize existing security investment through multivendor support*
- *Helps organizations meet or surpass industry-specific certification and regulatory compliance guidelines*
- *Delivers preemptive protection through the integration of world-renowned IBM X-Force® research and development team security intelligence*
- *Accelerates speed to protection by providing rapid, cost-effective resolution of security issues*
- *Helps minimize business impact and improve security posture by preventing attacks from both known and emerging threats*
- *Helps reduce staffing requirements, training, maintenance and infrastructure costs for lower total cost of ownership*

- *Integrates with other IBM Managed Security Services to enhance service functionality*
- *Comprises a significant part of the IBM ISS protection on demand services platform*

Features

- *Access to professionally trained and certified security experts*
- *State-of-the-art IBM Virtual-Security Operations Center (Virtual-SOC) expert systems that provide accelerated aggregation, advanced correlation and event prioritization from a broad range of heterogeneous security devices*
- *24x7 expert monitoring and best practices firewall device management*
- *Virtual-SOC portal that provides secure, real-time access for client/SOC communications, trouble ticket entry, event handling, incident response, data presentation, report generation and trend analysis for all devices under management*
- *Customized planning, design and configuration of contracted firewall devices*
- *Ongoing maintenance, including system patches, upgrades and security content updates*

- *24x7 proactive monitoring for health and performance of the device*
- *Support for VPNs*

Providing multivendor support to maximize security investments

IBM Managed and Monitored Firewall Services provides support for VPNs, and supported platforms include:

- *Check Point*
- *Cisco*
- *Juniper (NetScreen)*
- *IBM Internet Security Systems.*

Monitoring your systems through the Virtual-Security Operations Center

The Virtual-SOC is the engine enabling IBM Managed Security Services and the delivery of protection on demand services. The Virtual-SOC combines the capabilities of five global security operations centers, advanced analysis and correlation, artificial intelligence, industry-leading security expertise and a high-impact, Web-based management portal in a single unified system. The Virtual-SOC is designed to reduce the complexity and burden of manual data analysis and improve the accuracy of security event identification, incident escalation and remediation.

IBM Managed and Monitored Firewall Services features at a glance

Features	Standard	Select	Premium
Security incident identification service level agreement (SLA)	N/A	N/A	Yes
Security incident response SLA	N/A	N/A	15 minutes
Outage notification SLA	15 minutes	15 minutes	15 minutes
Policy change SLA	Yes	Yes	Yes
Proactive SLA reporting	Yes	Yes	Yes
IBM Penetration Testing	Optional	Optional	Optional
IBM Vulnerability Management Service	One IP address per month	Two IP addresses per month	Three IP addresses per month
IBM Managed Protection Services workshop	Optional	Optional	Optional
Mobile and Web customer portal access	Yes	Yes	Yes
IBM ISS X-Force Threat Analysis Service	Yes	Yes	Yes
IBM ISS X-Force Emergency Response Services basic subscription	Optional	Optional	Optional
Device management	Yes	Yes	Yes
Customized policy creation	Two per month	Four per month	Unlimited
Security monitoring with real-time escalation	Optional	Optional	Yes
High-availability add-on	Optional	Optional	Optional
E-mail notification on level 0 activity	Yes	Yes	Yes
Configuration backup	Nightly	Nightly	Nightly
Log storage	One year	Seven years	Seven years
Security incident reporting	Optional	Optional	Yes
Change reports	Yes	Yes	Yes
Vendor support	IBM ISS, Check Point, Cisco, Juniper (Netscreen)	IBM ISS, Check Point, Cisco, Juniper (Netscreen)	IBM ISS, Check Point, Cisco, Juniper (Netscreen)
Available to IBM Business Partners	Yes	Yes	Yes
Pricing per:	Device	Device	Device

Why IBM Internet Security Systems?

Preemptive security requires industry-leading research, a keen eye for attack trends and techniques, and a streamlined and affordable platform for delivering advanced security solutions that are knowledge based. IBM Internet Security Systems commands the extensive knowledge, innovative research methods and complex technologies required to achieve preemptive security. Our experienced and certified consultants, architects, project managers and subject matter experts are prepared to provide your organization with a comprehensive platform of preemptive security products and services designed to protect your entire IT infrastructure, from the network gateway to the desktop.

For more information

To learn more about IBM Managed and Monitored Firewall Services, contact your IBM ISS representative to schedule a consultation. Call 1 800 776-2362, send an e-mail to consulting@iss.net or visit:

ibm.com/services/us/iss



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02-07
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