

# Managed Firewall

Managed Firewall is a highly skilled, resource-intensive operation, that requires specialist attention 24/7. In response, SecurityHQ experts secure your systems to provide full network visibility, so that you can focus on delivering your services, uninterrupted.

## Vendors SecurityHQ Supports

SecurityHQ supports leading vendors, such as Checkpoint, Cisco, Fortinet, Palo Alto and Juniper Networks, all backed by certified expert staff.

## The Challenges We Solve:

Enforce policies across complex, heterogeneous IT environments.

Keep up with the volume of network security change requests.

Maintain compliance and provide documentation for audits and incident response.

Support application connectivity demands for new technologies, such as the hybrid cloud and IoT.

Address your acute shortage of skilled Firewall Engineers.

24/7 change management for both multi time zone and out of hours working.

## Benefits

- Address internal skill shortages & staff costs.
- 24/7 Monitoring of Threats and Risks.
- 24/7 Change Management support.
- 24/7 Incident Management and problem resolution.
- Single pane of glass for managing security policies across network firewalls, private and public cloud.
- Improve security, compliance, and business agility.
- Optimise security policies.
- Reduce attack surface for mitigation of cyber threats.

## Our Process



### Change Requests

Receive change request and coordinate the scope with the customer stakeholder. Enforce ITIL Change Process.

### Risk Assess

Proactive risk analysis of each change against the enterprise network security policy.

### Design the Change

Recommend network changes based on accurate topology, modeling, path analysis and security policy.

### Change Implementation

24/7 Deployment of changes, in accordance with ITIL processes, including testing and validation.

### Change Auditing

Continuous compliance by enforcing an audible change process, to prevent permissive access and ad hoc changes.

## Featured Services



### Expert Analysts

With analysts certified in managing Checkpoint, Cisco, Fortinet, Palo Alto, Juniper Networks and more.



### 24/7 Change Management

Leverage our team to deploy changes outside of business hours to minimise risk to business services.



### ITIL Compliance

Gain control on change control, whilst accelerating the speed of response to business demands by enforcing well managed change processes.



### 24/7 Health Monitoring

Increase resilience by monitoring for firewall system health status and support proactive management of your appliances to boost performance.



### 24/7 Threat Monitoring

Peace of mind that our SOC team are monitoring threats to your perimeter controls in real time.



### Compliance Reporting

Ensure policy and configuration compliance to frameworks and standards, such as PCI DSS, NERC-CIP, HIPAA and SOX.



### Firewall Optimisation

Ensure firewalls are optimised and hardened by auditing rules ordering, and any overly permissive policies.



### Powerful Technology

Service powered by IBM QRadar, Firemon & our Incident Management and Analytics Platform.



### Incident Management & Analytics Platform

24/7 transparent & auditable collaboration, Incident Management, Dashboarding, SLA Management and Customer ITSM integration API.



### Automated Threat Containment

Immediate response to threats with our automated response tools (IBM Resilient). Allow SOC to block threats detected, in real time.



### Zero Complexity, Low Maintenance

We supplement your team and maintain systems, to keep things simple for you.



### Easily Integrated

Our services are simple to deploy and easy to integrate within your systems



### High Scalability & Flexibility

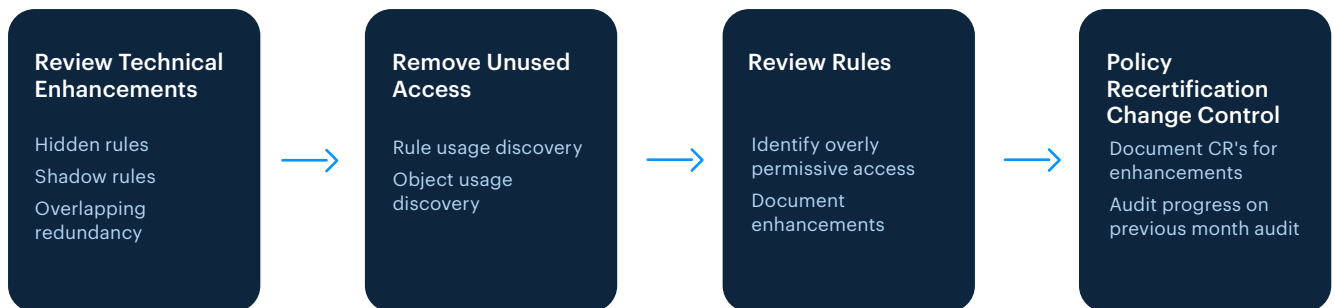
Bespoke services tailored to the needs of the customer or partner.

## Auditing & Compliance

We conduct monthly audits for policy optimisation and rule recertification. Changes which are identified as part of the audit will become part of the normal change management process. Rules which are proposed, will be assessed using the policy optimiser to confirm compliance to security policies. All rules will be assessed monthly against compliance frameworks (e.g HIPPA, PCI, SOX and so on).

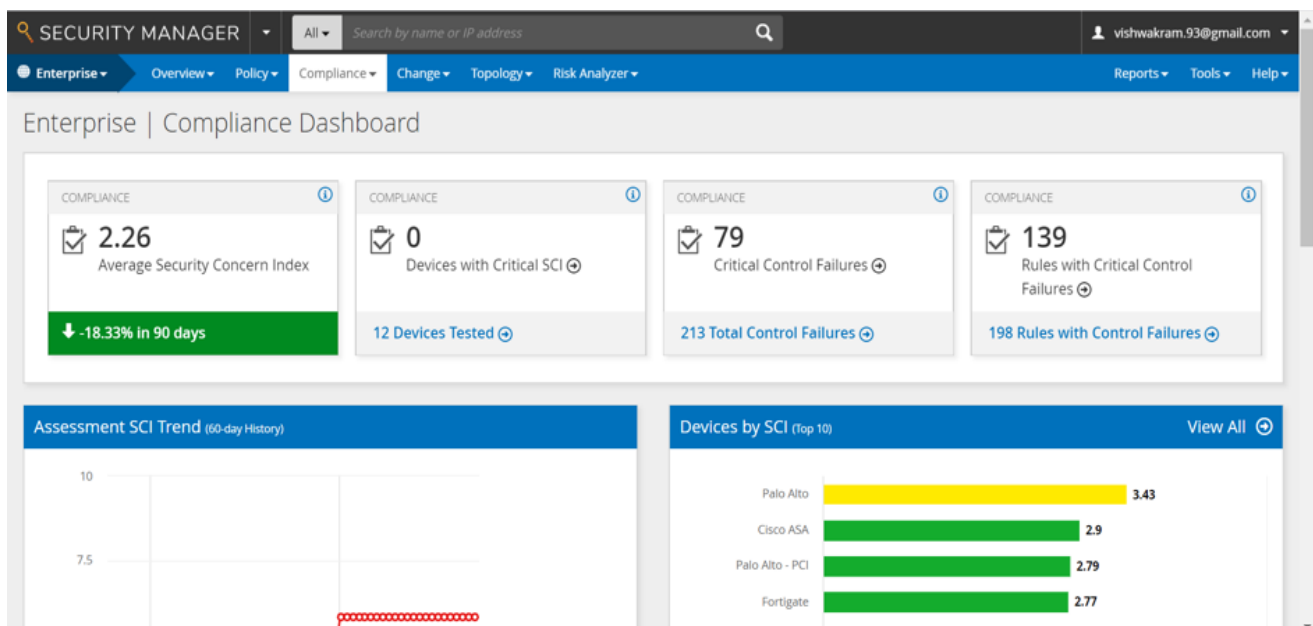
### Rule Recertification

The rule base will be assessed to identify the usage of the rules. To identify their validity, if any rules are overly permissive, whether any hidden or shadow rules exist, and whether any enhancements are required to the rule ordering.



### Compliance Reports

We will build compliance controls which may either be in accordance with standard frameworks (e.g. PCI DSS, NERC-CIP, HIPAA and SOX ) or customised to meet your own security policy requirements, which will report on which rules/policies fall outside of the control framework.

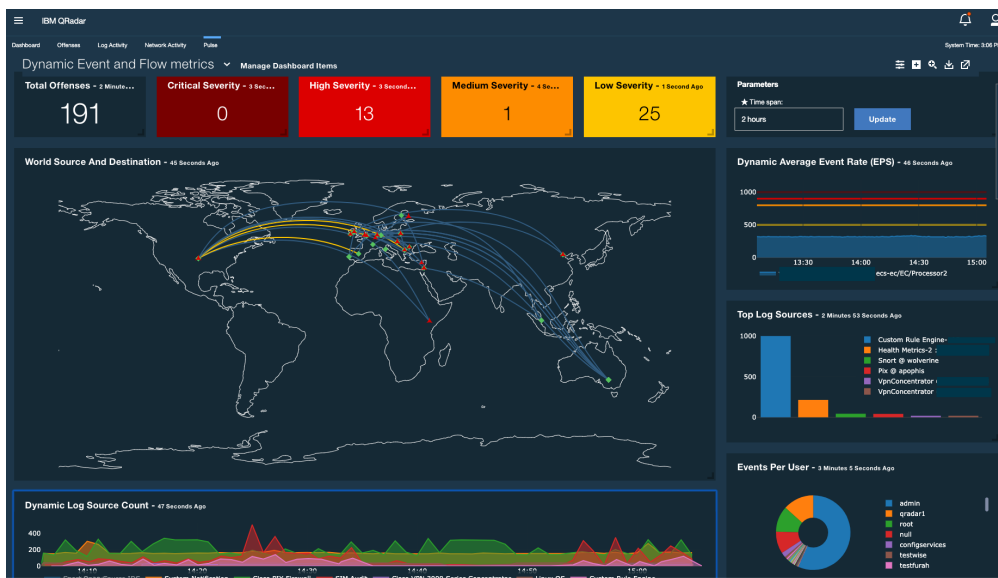


## 24/7 Change Management

Firewall change management is a skilled operation, which requires certified analysts to design, document, deploy and test policy and configuration changes, in accordance with strict ITIL change management processes. We enforce a strict control on your firewalls, whilst allowing you to be flexible and dynamic in executing your business requirements. Our Incident and Change Management Platform integrates with common ITSM platforms such as ServiceNow and Jira to allow ease of use and process integration.

## 24/7 Threat Monitoring

Firewalls remain the primary perimeter control for unauthorised access, intrusion, and exfiltration attempts. Our team provides continuous security event monitoring and correlation of traffic and signatures from your firewalls. We integrate your firewalls with our IBM QRadar SIEM to analyse those logs and correlate malicious traffic in real time.



## 24/7 Performance and Availability Monitoring

Uptime and system performance monitoring is essential for business continuity. Our service includes the continuous monitoring of your firewall systems health, to identify health, performance and availability problems, before they impact your business. Our SOC team monitor the SNMP traps for system health monitoring.

## About Datrrix

Established over 25 years ago, digital transformation is the driving force behind the evolution of Datrrix services and solutions. Our professional and technical services teams adopt a consultative, client-centric approach that sees us design, build and manage superior solutions. Our critical networking, communications and cyber security solutions are the preferred choice for the nation's key institutions, as well as public and private sector organisations seeking to address the business challenges of compliance, performance, availability and affordability.

Have a question? We would love to hear from you.

### Reach us

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### Follow us



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