PRESIDIO™

Practical thinking for a connected world.

SECURITY DEVICE MANAGEMENT
FROM PRESIDIO MANAGED SERVICES

Take the mystery out of security management. Giving up control of any asset or activities can be difficult. Historically, when it comes to Chief Information Security Officers (CISOs), information access and control are a core element of their job.

As IT service delivery trends towards Hybrid IT continue to mature, many CIOs are exploring managed services as a viable option for managing their growing responsibilities. According to Forrester's Foresight Security Survey, Q2 2012, the number of CISOs trusting managed security services and the associated revenues are trending up and are becoming a "go to" in the security management arsenal. 21% of those CISOs interviewed stated that they are planning to invest more of their budget and resources in identifying and employing managed security services.

Presidio's Security Device management service allows your security teams to tackle your most complex management challenges and improve performance of your existing infrastructure. Our service approach allows you to "out-task" critical management aspects of your core security components of your infrastructure to us, reducing the time spent on mundane operational tasks enabling your security team to focus on the projects that have a greater impact on business performance and securing your critical business assets. Our out-tasking framework combines industry leading technologies, robust processes, and seasoned personnel in a robust management platform.

Service Overview

The Presidio Security Device Management (SDM) service is specifically designed to let you get out of the security device management and focus your critical resources on more important things – Your Business! Leveraging the Presidio Managed Services Framework (MSF), our SDM team integrates directly into your environment, providing on-site collection of all the critical information required to proactively manage your security devices.

Backed by our centralized Network Operation Center (NOC) and our 24x7 Service Desk, the SDM team actively monitors your network, reacting to specific alarms and thresholds that could have an impact on your network. Need more than just monitoring? no problem, the Presidio SDM service suite is designed to allow you to subscribe to just the right level of service, from basic up/down monitoring all the way through to proactive device management.

We help clients unlock the unlimited potential of a completely connected world.

Key Benefits

Presidio Network Monitoring & Management Services enable you to:

- Robust monitoring and management framework
- Management of all major network devices/components
- 24x7, Tier-3 staffed Service Desk
- Complete operational outsourcing of all Security Device Management activities

Delivery Options

Presidio offers a flexible delivery model, allowing you to consume only the services you need:

- Security device event collection/correlation
- Device Specific Incident Management
- Standard and Custom Reporting
- Configuration Management
- Rule Set Management
- Signature Management
- 24x7 Service Desk Support

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Managed Technologies

The following solution components are covered under this service:

- Firewalls
- Adaptive Security Appliances
- Intrusion Prevention Systems
- Threat Defense Systems
- Mobile Security devices
- Secure Access Devices
- VPN Services
- Virtual Security Gateways

Methodology and Approach

A key aspect to security device management is administration of key configuration components that make the devices function. All of our offerings include the administration of key security parameters including firewall rule set administration, IDS/IPS signature management, and VPN tunnel management. Our Security Device Management offering is based on robust monitoring tools from Computer Associates Nimsoft® that leverages on-site collection with cloud based correlation – enabling our Managed Services team to gather detailed intelligence and alerts locally within your enterprise while consolidating operations in our Network Operations Center. This results in a high touch local connection through our field teams in partnership with our delivery centers offering Global Reach.

At the local level, your Presidio Data Collection Agent (DCA) Appliance is preconfigured with all of our monitoring tools and over 140 different robots, agents, and probes. Once installed, our certified consultants and engineers configure your DCA to communicate back to our primary collection hub where all of your data is collected and automatically analyzed. Each asset and device that we monitor and manage is governed by our Information Technology Infrastructure Library (ITIL®) based methodologies and tools.

Within our Service Desk system, every component we manage is defined as a configuration item in our CMDB and all events and data are tracked back to the individual CI. This approach allows Presidio to quickly assess events and trends on your devices, ensuring that your world is always functioning optimally.

Additional Network Service

The following service is a complementary offering within the Network Services Portfolio:

- Network Monitoring & Management Service

Why Presidio?

Presidio is the leading provider of Professional and Managed Services for advanced IT Solutions. With more than 2000 Presidio IT professionals, 1000 of which are highly certified consulting engineers based conveniently in 50+ offices throughout the US, Presidio serves our clients through a unique local delivery model while allowing you to capitalize on our scale as a multi-billion dollar industry leader. We are passionate about driving results for our clients and delivering the highest quality of service in the industry.

About Presidio:

We think about, architect, implement, and support the practical reality of advanced technologies every day. We are not just trusted partners, we **enable new thinking.** For more information please contact us at: **www.presidio.com**

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