vSOC Manage
MANAGED FIREWALL SERVICE

vSOC Manage provides management of firewalls and other network infrastructure. At Data Connect, we are renowned for offering comprehensive firewall security management, where keeping your organisation secure is our core focus. Our flexible approach enables us to work with you on a co-managed or fully managed basis.

By working with us, rest assured that you have a diligent team of security and network specialists on hand to support you. Not only do our firewall engineers have certifications from a range of vendors but they have years of practical experience in a variety of IT environments to back up their qualifications. They will help keep your network secure, both reducing the risk of an attack and sharing the burden of management to assist your stretched internal resources.

Whether you have an active firewall refresh project, are looking to obtain cyber insurance, moving to the Cloud or want to meet compliance regulations, Data Connect can help you fulfil your strategic goals.

Industry Statistics:

95%
security breaches are caused by some form of human error

46%
organisations admitted they don't have security controls/policies in place for devices and firewalls

99%
firewall breaches are estimated to be due to misconfiguration by the end of 2023

Data Connect Statistics:

100%
support tickets are fixed in-house by our firewall engineers*

25MINS
or less is the average response time across all tickets

100%
all SLA's for vSOC Managed Services met in the last 2 years

RENOWNED BRANDS

paloalto NETWORKS®
CHECK POINT™
SONICWALL®
FORTINET®
CISCO

WHEN TO INVEST

Managed Firewall and Network Infrastructure Services have many benefits associated with them; how these improve your security depends on your firewall project goals. Below are examples of when to consider outsourced management:

- Firewall Refresh
- Insurance Requirements
- Cloud/Data Centre Migration
- Network Redesign
- A Desire to Reduce Costs
- Improve Performance and Security
- New Offices
- Address Skills Gap
- Meet Complicance Regulations

*excluding bugs that need to be escalated to vendor

KEY HIGHLIGHTS

Accredited SOC Team
A team of network and security experts to support you in the management of your devices. Not only do we have a dedicated Support Desk for assistance but it is backed up by a highly experienced SOC Team.

Full Service Visibility
The vSOC Connect Console allows portal access to give you full visibility, including status, of all managed assets. Access to support and ticket escalation are easy and transparent.

Regular Security Health Checks
To enhance your security posture and performance, we regularly review configurations and rule bases.

Proactive and Responsive
We understand how important it is for you to have a flexible security partner. Our 24/7 performance monitoring option provides peace of mind.

External Verification
On hand assistance to check your compliance with industry, certification or insurance regulations.

24x7 Security Monitoring
Our investment in market leading technology enhances your security operations and allows you to benefit from an additional layer of expertise from our SOC Team. A 24x7 team overseeing security incidents, alert monitoring and response.

vSOC CONNECT CONSOLE

The vSOC Connect Console is a single pane of glass for all your cyber security needs. With all our services, you get complete transparency with full visibility and control. Utilise the sleek user interface, oversee projects and view your organisation's risks and improvements all in one place.

Whether you opt for the co-managed or fully managed service, there is a remarkable range of benefits available to you.

- Gain valuable insight into the status of your network infrastructure with the vSOC Manage dashboard.

- View all assets or hone in on one. Check availability, memory, and last back up status.

- Combine additional services with vSOC Manage, such as 24/7 security monitoring, to bolster your security around the clock.

- Reduce operational down time with the ability to contact support quickly and easily.
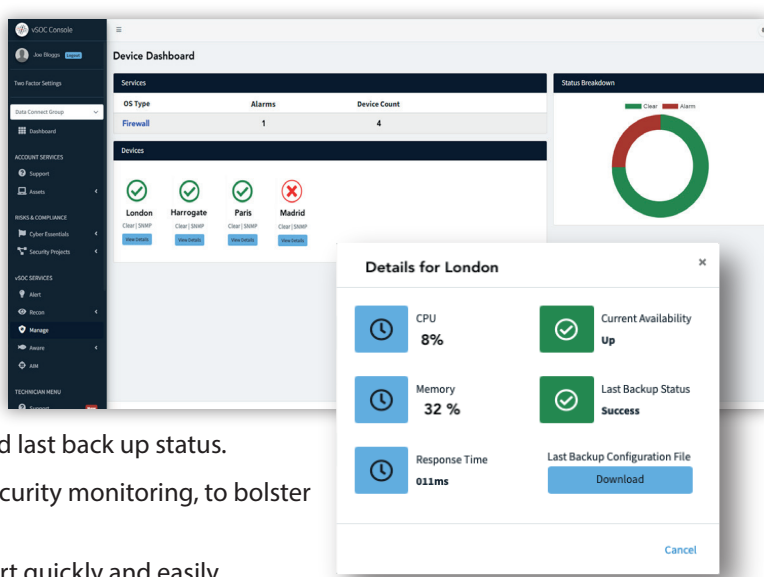
CLOUD FIREWALL

Protecting public cloud environments should involve the same security consideration, design, visibility and protection as your on premise infrastructure when it comes to firewalls. Unfortunately, this is often an area that is overlooked.

As network architecture and security specialists, Data Connect can provide you with guidance and secure management across AWS, Azure and Google Cloud, whether you are planning your cloud deployment or would like assurance on current implementation, design and efficacy.

vSOC MANAGE	KEY SERVICE COMPONENTS
Proactive Availability Monitoring - Firewall visibility tends to be an area that MSSPs and organisations find challenging, while continuous monitoring is a core element within our service. This assures you that your device's health and performance will be at its optimal efficiency, coupled with proactive troubleshooting if a problem arises.
Configuration & Policy Backup - A regular backup of the managed systems configuration is taken and stored offline daily. This can be used to restore the configuration in the event of a system failure.
Unlimited Security Patching - Our team will make recommendations in cases where critical security patches have been made available.
Service Incident Troubleshooting - An unplanned service incident is classed as an interruption to business services that may be due to one or more of the following: implemented changes that have gone awry; hardware failures, software failures, unanticipated feature issues. We will perform troubleshooting and run a cause analysis until successful resolution.
Service Support Desk - The Desk deals with all emails, phone calls or queries raised in the first instance.
Annual System and Security Review - Tuning and optimisation of security features is essential to not only ensure they are configured correctly in the first instance but to ensure organisations are fully benefitting from their investment.
Annual Major Version Upgrade - Our team will schedule and perform a major update of all managed devices.
24x7 Security Incident, Alert Monitoring and Response - Enhance your security operations with of our cutting edge threat intelligence solution and backed up by our SOC Team. The Data Connect Support Desk liase with our SOC Team Responders for any security related incidents that need investigating further.

DATA CONNECT RELATED SERVICES

Technology Selection
We take the time to find out your project goals and learn about your IT environment. This allows us to give you the best advice on procuring firewalls and other network devices while ensuring cyber resilience is at the forefront.

Network Segmentation
An architectural approach is taken that divides a network into numerous segments or subnets, allowing the sections to work as its own small network. The benefits are increased security, better network performance and efficient monitoring.

Secure Network Design
In the current threat landscape, it is crucial for your organisation's network to be designed with security as the core focus.

Firewall Optimisation and Health Check
- One Time Health checks
- Rule Base Review
- Feature Optimisation
- Security Profiles

Traditionally, uptime is the main priority, leaving little time to focus on reviewing and updating existing systems. Combined with all the solutions an organisation uses, it becomes impossible to know each inside out. Our product specialists understand how to maximise new features and functionalities to maximise your investments.

Your Next Step

Get in contact today to find out how Data Connect can simplify and optimise your firewall management

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MANAGED SERVICES

vSOC CERT   vSOC ALERT   vSOC RECON   vSOC AIM   vSOC AWARE

DATACONNECT
CYBER SECURITY - CONSULTANCY | SERVICES | TECHNOLOGY