



# Managed Infrastructure Security Service

TELEHOUSE managed infrastructure security services help you reduce staff burden and cost while improving your security and risk posture. Your security infrastructure is built on a substantial investment in components including networking equipment, servers, security devices, and software. Getting all the pieces to deliver effective security while ensuring optimized performance is complex. TELEHOUSE provides a 24x7 team of experts focused on your security and systems performance and availability, freeing you to focus on your core business.

### Managed Infrastructure Security

- Monitoring and analysis 24x7 to ensure rapid response to security or health issues
- Reliable options for managed services that can scale to meet your requirements without additional investments
- Complete lifecycle management including staging, configuration, updates, patches, and rule changes based on service level agreements
- Managed services security solution that proactively protects your infrastructure and your information
- Comprehensive remote management customized to meet your needs

### TELEHOUSE Management Framework Value

- Leverage TELEHOUSE's best-of-breed monitoring technologies and proven implementation processes to provide rapid and effective management
- Gain visibility into your security environment
- Rely on expert analysts to improve the stability and availability of your environment

For more information visit [www.TELEHOUSE.com](http://www.TELEHOUSE.com)

### Management Services

Diligence is the key word when it comes to mitigating risks and ensuring compliance with regulatory mandates and industry standards. Diligence takes focused, day-to-day management. With today's typical IT staff fully engaged in meeting core business needs, that's a tall order. TELEHOUSE can help. TELEHOUSE provides a comprehensive scalable managed security service and portal incorporating industry best practices and a global team of experts. We offer a global service with multilingual support, a worldwide correlated 24x7 proactive view of changing threats, and close vendor relationships that speed problem resolution.

Access changes, policy management, threats, and attacks are part of everyday life in the world of IT security. With centralized and distributed security and incident signature, policies, and rule sets growing, changing, and becoming increasingly more complex, security infrastructure management is a growing enterprise burden. Management of the massive flow of security logs and events from security infrastructure is also a substantial challenge. The time and resources required for internal IT staff to keep up with changes and review and analyze security events can be overwhelming. TELEHOUSE managed infrastructure security services allow IT staff to off-load security management to the 24x7 team of TELEHOUSE global experts and resilient security operations centers while maintaining full visibility and control.

TELEHOUSE monitors and manages your network security devices, analyzing the data continuously. We manage firewalls, intrusion detection and prevention systems (IDS/IPS), routers, switches,

load balancers, SSL VPN's, and more. We take the necessary steps to solve problems when they arise, while maintaining consistent communication with your designated security contacts. Alert conditions, system health and resource usage information is always available via the TELEHOUSE managed security customer portal called ISIS.

TELEHOUSE's managed security services identify both wired and wireless threats from inside and outside of your network. We help you prevent costly downtime and potential revenue losses by delivering comprehensive real-time identification and analysis of security incidents by our security experts from our global Security Operations Centers (SOCs), helping to ensure you are protected against intrusion threats and attacks.

- Detect, mitigate and report on ever-changing security threats
- Simplify your information risk management and compliance efforts
- Benefit from security and risk management common procedures, integrated change management, and advanced reporting through the customer portal including real-time service level agreement conformance, incident and alert summaries, graphical trend reports, and realtime availability statistics
- Gain immediate access to security expertise as needed
- Reduce your capital and operating expenses with our hosted solutions based on our state-of-the-art security infrastructure
- Have up-to-the-minute comprehensive reporting at your fingertips via our TELEHOUSE Security Information Service (ISIS) Portal



Because we monitor thousands of devices worldwide, we can quickly detect and analyze anomalies and correlate security events to ensure more precise incident detection and false positive reduction.

Taken together, that means we do much more than monitor your security infrastructure. We help you cost-effectively and efficiently manage your security risks. Our proactive approach alerts you to threats before they become critical business issues and we can often fix them before you know they exist. Our flexible suite of services means you can also cost-effectively get the help you need, where you need it, when you need it. So your staff can spend their time making your business more successful, while our team helps you make it more secure. You gain control and visibility via ISIS, our hosted services portal which combines an easy to use dashboard with a powerful data intelligence engine that correlates events across managed devices.

We back all of our Managed Security Services with the highest possible level of service, supported by our experienced team of qualified security experts and analysts.

## System Secure Web Portal

The Secure Web Portal provides “at a glance” dashboards showing the health of systems monitored or managed through TELEHOUSE.

## Alerting and Escalation

Alerts sent from the managed system are logged, acknowledged, analyzed and then escalated by the SOC. Alerts that impact the managed service delivery, the availability of the device or other monitored devices are escalated to the designated point of contact.

## Policy Management

Policy Management allows calls to TELEHOUSE's operations staff at any time to make configuration changes to security policy. TELEHOUSE will use its extensive network security expertise to validate, design and implement changes to your security policy and ensure that insecure changes are identified and avoided and a robust security policy is maintained.

## Logfile Analysis

At the SecureSilver Premium and SecurePlatinum Premium level, TELE-

TELEHOUSE Silver and Platinum Support Overview	SecureSilver Premium	SecurePlatinum Classic	SecurePlatinum Premium
→ 7/24 Service Availability	✓	✓	✓
→ Co-managed Service	✓	Option	Option*
→ System Availability Checks	✓	✓	✓
→ System Health Monitoring	✓	✓	✓
→ System Health Alerting & Escalation	✓	✓	✓
→ System Configuration Backup	✓	✓	✓
→ Reporting	✓	✓	✓
→ Web-based Customer Portal	✓	✓	✓
→ Extended Availability Monitoring	✓	✓	✓
→ Security Service Appliance	✓	✓	✓
→ Vulnerability Monitoring	✓	✓	✓
→ Rulebase Management	Option		✓
→ Full Logfile Analysis (Security Event Monitoring)	✓		✓
→ Security Alerting & Escalation	✓	✓	✓
→ Remote Equipment Management		Option	✓
→ Remote System Rebuilds		✓***	✓
→ Platform Management		✓	✓
→ Service Level Agreement *		*	✓*
→ Fully managed Service		✓	✓

\* If Service purchased as co-managed Service, the Service Level Agreement is not available

\*\*\*Full details on the service are available in the appropriate Contract Pack



Our services cover every aspect of effective security management including:

- 24x7 monitoring and analysis to ensure rapid response to security and system health issues from our global Security Operations Centers (SOCs) staffed by experts
- Complete lifecycle management based on service level agreements (SLAs)
- System health monitoring including availability and performance threshold monitoring
- Platform management including remote system builds, updates, patches, and maintenance
- Network management including routing protocols, switching, and load balancing
- Security management including:
  - Expert threat identification, correlation and comprehensive threat intelligence
  - Security rule set, access policy, and signature management
  - Consistent reporting and alerts based on data intelligence across a broad range of vendors, platforms and devices

For more information visit  
[www.telehouse.com](http://www.telehouse.com)

Corporate Headquarters:  
The Teleport - 7 Teleport Drive  
Staten Island, New York 10311 USA

Phone: (718) 355.2500  
Email: [sales@TELEHOUSE.com](mailto:sales@TELEHOUSE.com)

HOUSE monitors and analyzes log files for the devices under management. When log analysis is subject to internal compliance policy special procedures can be used to meet those requirements.

TELEHOUSE analyzes logs that record normal user access of web sites and other resources. These are logs that record the user name, web server accessed, web page viewed among other statistics. Generally tens to hundreds of megabytes in size, these logs are normally stored on separate log and reporting servers.

#### Platform Management

TELEHOUSE looks after the day-to-day maintenance and management of the security system, performing software updates, configuration changes and configuration backups to keep the system running reliably and securely.

#### Remote System Management and Rebuild

A catastrophic failure need not mean that communications are impacted for long. Once the hardware replacement has been provided—facilitated by TELEHOUSE—a remote system rebuild can commence. The SSA and out-of-band remote management kit are designed to allow for the restore the security device using the most recent configuration within a matter of hours.

#### System Configuration Backup

TELEHOUSE backs up the managed system configuration information on a daily basis for the purpose of system rebuilds.

#### Reporting

A wealth of reporting options are provided via the Secure Web Portal. These reports provide information and details about alerts, system availability statistics and graphs, system resource usage, and policy modification events. Reporting parameters are flexible and report data can be downloaded in CSV format to allow tailored reporting.

#### ISIS

In addition to the wealth of standard reporting, our unique ISIS system allows fully configurable alerting around a series of business rules. This allows e-mail and SMS text message alerts of rule changes, logins and other interesting events based on time of day and type of activity, to be sent. ISIS offers advanced reporting and event correlation on a wide range of event types, making sure you are fully aware of the threat to your network at all times.