Enterprise solutions:

Firewall Management Service

As enterprises continue to grow and the network perimeter becomes less defined, the incurred security risks grow as well. Today, many organisations provide network access to partners, suppliers, clients and mobile employees; doing so fosters opportunities for people with ill intent. Although these organisations may have established strong perimeter security, it is only a first line of defence. To effectively safeguard critical information and manage risk, it takes more than integrating the latest security hardware and software.

A complete security programme, which includes around-the-clock management and monitoring, real-time security intelligence, global threat visibility and a staff of 24x7 security experts, is vital to keep pace with today’s increasingly complex data security threats. Security policies and configurations must be updated to ensure appropriate access controls are consistent with changing corporate environments. In many cases, companies struggle to allocate the appropriate resources toward core competencies and security requirements. Dell SecureWorks’ Firewall Management Service relieves organisations of having to staff expert 24x7 firewall management, monitoring and support internally.

Service features

Proactive firewall administration
The Firewall Management Service protects an organisation’s key information assets across networks, hosts, applications and databases. Our highly trained security experts become an extension of each customer’s in-house IT staff, providing analysis, configuration, setup, alerts and 24x7 firewall management. Our Firewall Management Service is tailored to each customer’s environment, leveraging industry best practices to ensure appropriate network access while preserving the availability, integrity and privacy of information.

Real-time threat monitoring and response
Our certified experts monitor firewall health, events and traffic logs in real time, using our proprietary Sherlock Security Management Platform to analyse events and identify threats. Events are correlated across all available information sources, including other network devices, intrusion detection and prevention systems, host and application logs, vulnerability scan results, and asset information. When a customer is at risk, our security professionals respond immediately to counter the threat.

Integrated security intelligence
The Firewall Management Service leverages applied research from Dell SecureWorks’ Counter Threat Unit℠ (CTU) research team to strengthen policies and analysis of firewall logs. Dell SecureWorks’ extensive visibility into more than 13 billion security events per day enables CTU researchers to identify, investigate and develop countermeasures for emerging threats to our customers.
This intelligence is fed back into our services to enhance firewall management, monitoring and response capabilities. A key aspect of this is Dell SecureWorks’ proprietary Attacker Database, which maintains continuously updated data on IP addresses associated with attacks on our customers, botnets, cybercriminal organisations and providers of illegitimate (or “bulletproof”) hosting. Dell SecureWorks provides an advanced level of protection by correlating this intelligence in real time with firewall logs and events.

**On-demand security and compliance reporting**

The Firewall Management Service includes extensive security and compliance reporting capabilities, providing real-time visibility into the security activity occurring across the customer environment. The secure, web-based Dell SecureWorks Portal, recognised by industry analysts and customers alike as the premier online, real-time reporting Portal, provides customers on-demand and unlimited access to all administrative, maintenance and monitoring information. The Portal also features a wide array of prebuilt report templates to measure the customer’s security programme and demonstrate compliance with PCI, HIPAA, SOX and other regulatory requirements. Within the Portal, customers can see all of the actions taken by our experts to maintain optimum firewall performance and protect customer assets. In addition, customers can fully customise reports through an easy-to-use reporting wizard in the Portal.

**Flexible co-management options**

Dell SecureWorks’ Firewall Management Service offers flexible support in the most complex environments, allowing our experts to tailor services to each customer’s individual needs. Firewalls can be managed in a traditional managed services model where customer personnel have limited or no administrative privileges for their firewalls. Unlike other vendors, Dell SecureWorks can also support co-management where the customer retains ownership and administrative rights to their firewalls to the extent that is preferred. With this approach, our experts alleviate the management, maintenance and monitoring burdens without the customer being locked out of their firewall infrastructure.

**Unlimited and unmetered expert support**

Dell SecureWorks’ certified security professionals provide unlimited and unmetered support for the Firewall Management Service, at no additional cost. No limits are placed on the number of configuration changes, policy requests or helpdesk tickets, ensuring consistent and predictable service costs without additional service fees. Dell SecureWorks’ experts provide recommendations and guidance as often as needed, allowing customers to supplement and extend their in-house resources with our 24x7x365 expertise.

The Dell SecureWorks Portal provides full, real-time visibility into the events occurring in your environment and the actions taken by our experts to counter threats.
Auditable and accurate change management
Operational support systems within the Sherlock Security Management Platform standardise firewall management and administrative processes. Repeatable processes are automated, minimising unnecessary variation while improving efficiency. All actions taken by our device management engineers to fulfill customer requests and maintain optimum firewall performance are recorded, providing full transparency and auditability. Changes are validated against established best practices and reviewed to ensure accuracy.

Enterprise class availability and redundancy
Our Firewall Management Service is supported by integrated, carrier-grade infrastructure located at five Security Operations Centres. Failover is automatic between these facilities, occurring without human interaction to ensure uninterrupted service availability under any circumstance. The Firewall Management Service also supports high-availability firewall architecture options, including automatic failover and clustering approaches, for mission-critical environments.

Supported firewall platforms
Dell SecureWorks maintains one of the largest concentrations of certified firewall engineers in the world. Our experts support end-to-end firewall management, from planning and deployment to ongoing administration and monitoring. Dell SecureWorks has years of experience managing market-leading firewalls, ensuring clients get the most out of their investments in security infrastructure. Supported firewall platforms include:

- Check Point
- Cisco
- Fortinet
- Juniper

About Dell SecureWorks
Dell Inc. (NASDAQ: DELL) listens to customers and delivers worldwide innovative technology and business solutions they trust and value. Recognised as an industry leader by top analysts, Dell SecureWorks provides world-class information security services to help organisations of all sizes protect their IT assets, comply with regulations and reduce security costs.

For more information, visit http://www.secureworks.com/