Managed Security Services

CARETOWER
I.T. Security Specialists
CARETOWER’S SERVICE ELEMENTS

24X7 MANAGEMENT
The Managed Security Services are delivered through our Security Operations Centre (SOC), which operates 24 hours a day, 7 days a week, 365 days a year.

CO-MANAGE
The customer may retain admin privileges to the managed device - if not on a fully managed contract.

REPORTING
Monthly reports will be provided for the managed device(s).

SYSTEM AVAILABILITY CHECKS
Caretower SOC is available to monitor and manage security devices 24x7x365.

CHANGE CONTROL
Changes are managed to completion within the change management system, and are requested via the Web Portal. Change requests raised by customers will be approved by Caretower CAB if feasible, and conversely those raised by Caretower require approval from customers before implementation. In accordance with ITIL, non-impact changes do not need to go through change control.

PORTAL
A Web Portal is provided to the customer to interface with the Managed Service. The customer CSM/CSO may access the Web Portal through the Caretower Managed Service website. Access to the Web Portal is encrypted, additional Web Portal accounts can be requested but these incur a one-off charge and should be ordered through your Caretower account manager.

If you would like more information on any of our services, please speak to your dedicated Caretower Account Manager or if you don’t have one, email: info@caretower.com
BRIEF DESCRIPTION OF OUR MANAGED SECURITY SERVICES

MANAGED ENDPOINT SERVICE
Management of McAfee ePO console.
Management of Sophos Enterprise Console.
Managed Symantec Endpoint Protection console.

MANAGED FIREWALL SERVICE
Management of Checkpoint, Dell Sonicwall and Sophos firewalls.

MANAGED VULNERABILITY SCANNING
Managed and scheduled Vulnerability Scanning with Nessus.

MANAGED SIEM SERVICE
Management of McAfee ESM and IBM Qradar.

ENHANCED SERVICES

MANAGED EPO ENHANCED MAINTENANCE SERVICE*
Check for access protection rules, database maintenance, RSD maintenance etc.

MANAGED EPO RANSOMWARE RISK REDUCTION ENHANCED SERVICE
Configure access protection rules in VSE and HIPS.

*This service is included for Managed ePO Service customers, and is available to non-managed customers as a chargeable service.
WHY CARETOWER?

As an independent IT security specialist, with over 17 years’ experience, we provide comprehensive solutions to individual problems, thus allowing our recommendations to be unbiased. Over the years, we have quickly established many long standing relationships with all of our vendors, achieving the highest status within these organisations based on the level of expertise within our internal sales, support and professional services teams.

This relationship ensures we provide our customers with key changes within the industry which assists in their on-going security management strategy.

- Live global 24/7 Managed Service
- Experienced and certified security engineers
- Dedicated GIAC Certified Digital Forensic Security Engineers (SANS (SysAdmin, Audit, Networking, and Security) Institute)
- Full-onsite and hosted architecture options, depending on your requirements
- We are CSA (Cloud Security Alliance) member and ISO 27001 Accredited

GET IN TOUCH:

- 020 8372 1000
- INFO@CARETOWER.COM
- WWW.CARETOWER.COM
Managed Security Services
(all remote)

Definition

- Ongoing Device Software Maintenance (Remote) updates and upgrades. Patches include ePO server or firewall device, web-gateway and so on.
- Ongoing software deployment moving from pilot stage to deployment stage, pushing VSE, ENS, Encryption etc. (performed remotely).
- Machine Tagging moving from pilot stage to deployment stage, pushing VSE, ENS, Encryption etc. (installation or removal of software) (performed remotely).
- Software support
- Hardware diagnosis, including log collection and resolution recommendation, for hardware devices (and RMA initiation with vendors).
- Reporting based on built-in reporting capability of each vendor.
- Monitoring -within the built-in functionality of the product vendor, and monitoring software capabilities.
- Upgrades, patches and hotfixes (remote).
- Policy management (remote)
  - New policy and ruleset development for existing products
  - Changing policy settings or assignments
- Remote assistance and troubleshooting
- When there is proof that a problem is caused by the managed programs, the Security Operations Centre (SOC) will assist the customers with troubleshooting server and endpoint operation problems remotely, to establish /verify the source of the problem. If the problem is not caused by the managed programs, it will not be the SOC’s responsibility or obligation to assist further. Any further assistance will be charged as Professional Services.