

MANAGED FIREWALL SERVICE

With the surge in Internet hackers and network attacks, today's organizations are looking to tighten the security of their distributed computing work environments. As firewalls themselves are only as effective as their last update, it is imperative that IT resources be dedicated to the ongoing and vigilant maintenance of this key component of the IT infrastructure. With organizations trying to focus more and more on core competencies, they must consider alternative approaches to managing their computing environments once they are deployed.

Now that you have made the intelligent decision to deploy firewalls, it's time to develop your strategy for ensuring that you get maximum security and peak effectiveness from your investment.

To this end, The Computer Place offers a Managed Firewall Service, provided by a team of experienced security professionals to help clients maintain solid perimeter security. The Computer Place Managed Firewall Service nicely compliments our The Computer Place remote network, system and application fault and performance monitoring. The Computer Place Managed Firewall Service provides the necessary tools for monitoring security effectiveness, firewall software updates, configuration services, and event monitoring.

BENEFITS:

- Overcome security challenges resulting from limited resources or a shortage of skilled security engineers on staff
- Ensure firewall code is always up-to-date to deliver maximum defense against network attacks
- Maximize protection of critical data and sensitive information from compromise while focusing on your core competencies
- Comply with regulatory requirements such as Sarbanes-Oxley, HIPAA and GLBA, among others

DELIVERABLES:

- Security broadcasts alert you to new threats (virus alerts, security best practices, intrusion prevention) enabling you to proactively address any issues
- Automatic software updates enable instant access to ongoing functional enhancements
- Proactive firewall backup and restoration avoids potential security lapses in the event of a disaster
- 24x7 event monitoring remotely recognizes and alerts you to security events (DoS attacks, failed logins, configuration changes, and IP spoofing)



**Hackers never sleep.
Neither does The
Computer Place
Managed Firewall
Service.**

**Proactively identify and
protect against attacks,
unauthorized connection
attempts, port scan
attempts, and VPN issues.**



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MANAGED FIREWALL SERVICE

SERVICES OFFERING	OPTIONAL
Managed Firewall Service	
<ul style="list-style-type: none"> • 24/7 x 365 Device Performance and Availability Monitoring • Event Logging and Monitoring • Daily Configuration Backup • Software Updates • Rule Changes (3 per month) • Incident Notification Within 60 Minutes of Detection • 60 Minutes of Help Desk Support, Monday to Friday 9am – 5pm • OR Incident Remediation Monday to Friday 9am - 5pm. Remote included, onsite add T&M • Device Warranty Management (2 hours per device) 	<ul style="list-style-type: none"> >60 Min \$60/hr ● ●
Add-on Onsite Support Services -- Available Monday to Friday 9am - 5pm	
<ul style="list-style-type: none"> • Reactive Troubleshooting • Onsite Preventative Maintenance • 2 Hour Time Block with 1 Hour Response • 5 Hour Time Block with 1 Hour Response • 10 Hour Time Block with 1 Hour Response • After Hours Support 	<ul style="list-style-type: none"> ● ● \$110/hr

DEVICE WARRANTY MANAGEMENT

If your firewall hardware malfunctions, we can help protect you from downtime. As part of your Managed Firewall Service, we will work with the firewall vendor to help remediate issues requiring vendor intervention.

ABOUT THE COMPUTER PLACE

The Computer Place is the Flathead Valley's largest provider of complete information-handling solutions, meeting the mission-critical needs of businesses and professionals. We focus on profitable long-term win-win relationships. We offer the highest level of technical competence. We build our solutions on quality products, backed by service and support, while maintaining a high level of customer satisfaction.



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