

Optimise application performance  
and enhance user experience

# Managed Reverse Proxy and Load Balancer Service

## Overview

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NEC's Managed Reverse Proxy and Load Balancer application services provides customers with a 24x7 management service that includes security device systems administration, configuration, support, capacity management, availability monitoring, report generation and validation of security advisories.

The service ensures that your application performance is optimised enhancing user experience through providing a reliable, secure, and optimised application delivery.

Our security device management service supports a wide range of technology platforms from vendors such as Cisco, Check Point, Juniper, Palo Alto, Fortinet, F5, Citrix, A10 Networks, Symantec, McAfee, and Tipping Point, etc.

## Benefits

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- **Improve reaction time** - Reduced time to identify and remediate device weaknesses and vulnerabilities.
- **Improved security posture** - lower risk exposure and maximise technology investments.
- **Reduced cost of ownership** - leverage expertise and save on FTE and training costs.
- **Damage mitigation** - Reduction in potential damages / cost of breaches and unnecessary spend.
- **Greater data security** - Enhanced protection of staff and customer data.
- **Increased compliance** - devices will be managed according to vendor specifications.
- **Flexible options** - Flexible service and tiered approach, pay for what you need.
- **Improved decision making** - Regular reporting, facilitates improved planning and decision making.
- **Round the clock monitoring** - 24x7 service option providing device availability and performance assurance.
- **Managed by experts** - Leverage NEC's certified Security Operations Centre (SOC) team.

Support Package Options				
		Essential	Standard	Premium
Pricing unit		Per Instance <sup>1</sup>		
Incident management	Support hours	8:30-17:00 (Mon-Fri) <sup>2</sup>	8:30-17:00 (Mon-Fri) <sup>3</sup>	24x7x365
	Public holidays	-	-	✓
Service Desk		-	8:30-17:00 (Mon-Fri)	24x7
Service Assistance Portal		✓	✓	✓
Remote Support		✓	✓	✓
Device Administration		✓	✓	✓
Policy Management		✓	✓	✓
Device Backup		✓	✓	✓
Service Fulfilment <sup>4</sup>		✓	✓	✓
Availability Monitoring		✓	✓	✓
Best Practice Reviews		✓	✓	✓
Health Checks & Security Advisories		-	✓	✓
Performance Monitoring		-	✓	✓
Service Management		-	✓	✓
Problem Management		-	-	✓
Major Incident Management		-	-	✓
Service Insight		Health Assessment of Device configuration – Fee applies (Required for existing deployments)		
Service Requests		Service requests for Device Administration, Policy, Rules, Signatures, Certificates and Operating Environment updates (Fixed price per request)		
Additional Services - Priced on request				
On-site Support		⊕	⊕	⊕
SIEM		⊕	⊕	⊕
Hardware Maintenance		⊕	⊕	⊕
Software Subscriptions		⊕	⊕	⊕

1. Per instance is a physical, virtual or logical system that holds a configuration of its own, and provides output logs.  
 2. Essential package supports your choice of single time zone.  
 3. Standard package supports multiple time zones in Australia per instance.  
 4. Additional fees apply.

## For more information:

 [nec.com.au](http://nec.com.au)

 [contactus@nec.com.au](mailto:contactus@nec.com.au)

 131 632

**Corporate Headquarters (Japan)**  
NEC Corporation  
[www.nec.com](http://www.nec.com)

**Australia**  
NEC Australia Pty Ltd  
[www.nec.com.au](http://www.nec.com.au)

**North America (USA)**  
NEC Corporation of America  
[www.necam.com](http://www.necam.com)

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NEC Asia Pacific  
[www.sg.nec.com](http://www.sg.nec.com)

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NEC Enterprise Solutions  
[www.nec-enterprise.com](http://www.nec-enterprise.com)

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