



Protect your organisations' private networks from unauthorised access

Managed Firewall and Next-Generation Firewall Service

Overview

NEC's Managed Firewall and Next-Generation Firewall Service provides customers with a monitoring and management service to protect your organisations' private networks from unauthorised access. The service provides security policy enforcement across all the firewall capabilities that your organisation has enabled ensuring protection of your information systems, employees, business partners and connections to untrusted networks.

All our services deliver 24x7 proactive firewall configuration management, monitoring, systems support and reporting services. The service has been carefully designed to fit the diverse requirements of today's connected enterprises. From small and remote offices to large scale deployments, NEC has a managed firewall service designed to align with each individual organisation's security requirements and budgetary requirements.

Benefits

- **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.

Managed Firewall - Support Package Options				
		Essential	Standard	Premium
Pricing unit		Per physical or virtual firewall ¹		
Incident management	Support hours	8:30-17:00 (Mon-Fri) ²	8:30-17:00 (Mon-Fri) ³	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 ⁴		✓	✓	✓
Availability Monitoring		✓	✓	✓
Best Practice Reviews		✓	✓	✓
Health Checks & Security Advisories		-	✓	✓
Performance Monitoring		-	✓	✓
Service Management		-	✓	✓
Problem Management		-	-	✓
Major Incident Management		-	-	✓
Monthly Optimisation		-	-	✓
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		⊕	⊕	⊕

Managed Next-Generation Firewall - Support Package Options			
	Essential	Standard	Premium
Pricing unit	Per physical or virtual firewall ¹		
Firewall Management All features from NEC's Managed firewall offering	✓	✓	✓
High Availability (HA) Support	-	✓	✓
Log Monitoring and control	-	✓	✓
SSL Inspection Support	-	✓	✓
Anti-Virus and Malware Policy Management	-	✓	✓
Web, DNS and Proxy Management	✓	✓	✓
Application and User Control Policy Management	-	✓	✓
VPN Management	✓	✓	✓
Mobile Access Management	-	✓	✓
DLP Policy Management	-	-	✓
Managed Content Awareness Policies	-	✓	✓
Threat and Intrusion Prevention Management	-	✓	✓
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.

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