

Managed Security Services

Partner Benefits:

- Fast Track to Managed Services
- Immediate revenue stream without upfront investments
- Proactive alerts/notifications
- Comprehensive reports for partners & customers
- User-friendly GUI dashboard and compliance reports
- Strengthens customer relationships
- Maintain brand presence with a white label portal
- No need for partners to build a Security Operations Center

Overview

SecurView's iCARE Managed Security Services monitor and manage network and security devices / appliances, providing 24x7x365 support. Security and performance-related logs from various devices in each customer's network are collected and stored securely in the SecurView Datacenter.

The SecurView Datacenter is equipped with the state-of-the-art technology CASPER platform, which is integrated with the Security Information Management (SIM) system. The Datacenter is SAS 70 type II certified. Logs are collected using the VPN tunnel between the Datacenter and the customer network. Logs are parsed, normalized, and categorized with the appropriate security threat level to enhance the visibility of events.

SecurView's Global Operations Center is equipped with well trained, experienced and certified engineers who monitor and manage the alerts generated from the iCARE Managed Security platform. Notification and escalation of the events / incidents is based on the SLA signed between SecurView and the customer.

How Does iCARE Remote Monitoring Service work?

Powered by CASPER



Key Features

- Monitoring critical events and threats 24x7x365
- Strong correlation engine which helps
 - minimize false positives
 - reduce the time taken to identify an incident and alert the client
 - meet the SLA
- Fine tunes the security monitoring by applying filters to efficiently improve event management
- Detailed incident management reports for the effective management of your organization's security
- Timely patch management, version, and signature updates
- Comprehensive Reports (Weekly, Monthly and Quarterly)
 - Incident
 - Security
 - Change Management
- Global threat trends and monitoring support
- Support for all major networking and security devices
- Secure, reliable communication between the customer network and the SecurView Datacenter

| Service Description | Monitor | Manage |
|-------------------------|---------|--------|
| Event Management | √ | √ |
| Event Notification | √ | √ |
| Incident Management | √ | √ |
| Configuration Analytics | | √ |
| Inventory Analytics | | √ |
| Change Management | | √ |
| Reports – Standards | √ | √ |
| Reports – Custom | | √ |
| Quarterly Reviews | | √ |

| Technology | Specific Systems or Vendors Support |
|-------------------------|---|
| Network/Security | |
| Firewalls/UTM | Cisco, Checkpoint, Juniper, SonicWall |
| IDS/IPS | Cisco, ISS, Snort, ISS, McAfee, Symantec, Juniper |
| HIDS | Cisco, Symantec, McAfee, Checkpoint, ISS |
| Routers | Cisco, Nortel, Juniper |
| Other | |
| Mail Servers | Exchange, Sendmail |
| Web Servers | Apache, IIS, Netscape |
| OS | Windows, Linux and Unix |
| Databases | Oracle, MS SQL Server, Sybase, MySQL |
| Applications | Active Directory, LDAP, ISA, Squid |

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