

## Managed Security Services

### End Customer Benefits:

- 24x7x365 monitoring enhances security posture
- Proactive escalation process
- Reduces the mean time for identifying and notifying incidents in real-time
- Comprehensive security reports
- User-friendly GUI dashboard and compliance reports
- Performance & availability reports
- Configuration & Change Management
- Inventory & Asset Management
- Reduces the cost of ownership for managing security
- Cost-effective delivery model allows customers to gain monitoring and managing security at an affordable price point

### Overview

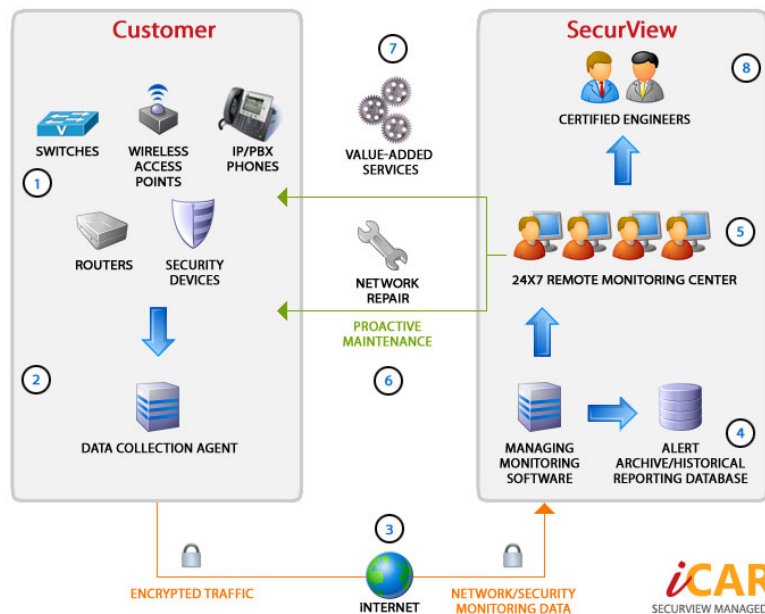
SecurView's iCARE Managed Security Services monitor and manage network and security devices / appliances, providing 24x7x365 support. Security and performance-related logs from various devices in each customer's network are collected and stored securely in the SecurView Datacenter.

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 the 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. Notifications 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
<b>Network/Security</b>	
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
<b>Other</b>	
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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