

# Managed Security Services



*An ideal, cost-effective solution to protect any organization's key information assets and allow internal IT staff to concentrate on their core competencies.*

## Reduce Cost, Enhance Security and Optimize Performance

Balancing technology decisions with escalating threats and maintaining compliance with limited resources create significant challenges for any organization. Hiring and retaining a staff that understands both the complexity of various compliance requirements and the nuances of a proactive security stance can distract an organization from its focus and interfere with its core competencies.

## Cost-effective, Continuous, Managed Security

Trustwave® Managed Security Services (MSS) enable your organization to upgrade your network environment to include best-of-breed security solutions without having to maintain or acquire your own in-house security staff. From a Fortune 500 enterprise to an Internet-based start-up company or any organization in between, our MSS lowers the internal costs associated with information security management, monitoring and support.

## Untangle IT Resources and Gain Peace of Mind

Proactive, layered network security goes beyond just the latest hardware and software. It demands an end-to-end network security program with around-the-clock management, specialized staff, innovative technology and enforceable security processes. Trustwave's MSS benefits your organization through its proven combination of expertise, technology and processes:

- Ensure up-time, prevent revenue losses
- Safeguard communication to protect trade with partners and suppliers
- Limit legal liability through instituting and documenting security best practices
- Facilitate compliance with standards such as PCI DSS, SOX, HIPAA, FISMA, GLBA and others
- Make more efficient use of IT expenditures and resources by:
  - Reducing ongoing IT security staffing and training requirements
  - Eliminating burdens of technical support and upgrades
  - Decreasing future hardware and software purchases
  - Freeing internal IT resources to focus on core business

## About Trustwave

Trustwave is a leading, global provider of information security and compliance management solutions to large and small businesses and the public sector. Trustwave offers and supports SSL certificates, proprietary security appliances, managed security services and compliance management solutions to help organizations simplify, accelerate and validate their compliance with industry standards and regulations such as PCI DSS, HIPAA, SAS-70, GLBA and ISO 27002 (formerly 17799) among others. Trustwave's clients include financial institutions, large and small retailers, global electronic exchanges, educational institutions, business service firms and government agencies. Trustwave is headquartered in Chicago with offices throughout North America, South America, Europe, the Middle East, Africa, Asia and Australia.



[www.trustwave.com](http://www.trustwave.com) 1-888-878-7817

## Comprehensive Services Offering

Deployed separately or in tandem, our suite of managed solutions covers a wide range of data security needs:

### mailMAX

- Secure e-mail service quarantines questionable e-mail traffic before it enters your network
- Protects confidential e-mail content via encryption
- Blocks spam, viruses and malicious software
- Inspects incoming and outgoing e-mail for inappropriate and unauthorized content

### Unified Threat Management

- Firewall, intrusion prevention, anti-virus and Virtual Private Network (VPN) seamlessly integrated into one appliance
- Supports PCI DSS compliance for franchise or retail locations, branch or satellite offices and small-to-medium businesses
- Ongoing firewall device and patch management
- Expert analysis
- Robust reporting to support compliance

### Network Security Monitoring

- Data security experts monitor your network 24x7x365
- Immediate notification keeps your organization up-to-date on network events
- Mitigates threats before they impact your operations

### Intrusion Detection

- Powered by Trustwave's proprietary asset-centric intrusion detection technology
- Data security experts monitor network events 24x7x365 to identify abnormal events, sift out false positives and notify administrators if necessary

### Intrusion Prevention

- Powered by Trustwave's proprietary asset-centric intrusion prevention technology
- Predictive protection model drops only exploits specific to your network
- Self-tunes in real-time

### Vulnerability Scanning

- Proprietary scanning engine tests for more than 5,000 vulnerabilities including the SANS Top-20
- External scanning scans your IP addresses from outside the network
- Internal Vulnerability Scanning Service (IVSS) scans your network from behind the firewall
- Scheduling and reporting through TrustKeeper® Web portal

## Trusted by Thousands of Clients

Trustwave serves as a trusted security provider for thousands of enterprises, financial institutions, payment service providers and small-to medium-size businesses throughout the world. As a result, our expert security engineers stay abreast of the latest threats, trends, exploits and other attack methods through proprietary correlation techniques and a Signature Operations division dedicated solely to researching vulnerabilities and exploits and developing methods to protect against them. With Trustwave MSS, you receive a level of protection you won't find anywhere else.

## 24x7x365, Multi-lingual Customer Support

Our Managed Security Service offers a variety of customer support packages to accommodate your IT environment and budget. Depending on your needs, Trustwave will help you select the most cost-effective support package for your environment.

Our secure Web portal allows MSS customers to submit security change requests, questions, concerns or any other issues to the Trustwave Secure Operations Center (SOC) in a protected manner.

All support issues are tracked via an internal "ticket." Every ticket is categorized by the type of issue, prioritized according to the severity of the issue and then assigned to the proper level of support personnel. If a particular issue requires additional attention, thoroughly defined escalation procedures ensure every issue is addressed by an appropriately skilled engineer in a timely manner.

## MSS Support Features

- 24x7x365 for critical issues and management or monitoring of hardware and software for performance
- Web console for policy changes
- Toll-free technical phone support
- Multi-lingual Web console and phone support
- Support for change requests and general questions available Monday through Friday
- Security Policy changes reviewed and validated by Trustwave engineers
- Guaranteed Service Level Agreements (SLAs)

