

Overview

CentraSECURE Managed IDP allows you to focus on your core business, while outsourcing this important network security service, allowing you to effectively manage organizational resources. CentraSECURE will reduce your security incident, infrastructure and IT personnel costs while increasing your overall security through proven process, systems and experts.

Our engineers are tested and carry the latest and highest level certifications for the solutions that we recommend. Additionally, rather than having to contend with the frustration of working with inexperienced Level 1 support personnel, you always receive access 24/7 to individuals who understand your exact issue and know you and your network.

Why CentraSECURE Management?

The CentraComm CentraSECURE Management of NetScreen IDP sensors are comprised of two components. First, CentraComm provides a secure and mission critical facility with dedicated and redundant hardware for each customer to facilitate the management and reporting of the IDP sensors. Second, CentraComm's team of certified engineers review the real-time events and provide the necessary day-to-day management functions.

Expert Coverage on a 24/7/365 Basis

With the CentraSECURE Managed IDP service our team of certified and expert network security engineers provides 24x7x365 security event monitoring and proactive management. Within 15-minutes of a critical Network Attack, you will be notified from a representative of CentraComm's support team. Upon notice that an attack has begun, our team will immediately take the appropriate action to prevent the attack and begin to deter the offender(s) and will work in cooperation with 3rd party Civil or Governmental Agencies to prosecute guilty parties.

Additionally CentraComm's team of certified engineers also consistently performing the following management functions:

- Hardware (Firmware) and Software Updating of All Components including Major Revisions
- Application of Daily Signature Updates
- Monitoring and Alerting of Network Up/Down/Problem Status

Configuration Management

Installation of initial internal and external security policies, maintenance of backup configuration files for disaster recovery, and an overview of implemented policies.

Flexible Co-Management Ability

The CentraSECURE Managed IDP Service is flexible and customizable to our customers needs. CentraComm can manage the IDP service entirely or provide management hand-in-hand with your internal IT staff. CentraComm provides an intuitive graphical user interface, which includes an integrated policy editor, log viewer and traffic session viewer, available for management of the IDP sensors. This integrated approach allows the administrator to control and manage multiple sensors across the enterprise in an efficient and cost-effective manner. And since all management activities can be accessed remotely, using a single security policy, administrators can quickly change security policies and investigate security incidents.

Turn-Key Dedicated Management Servers

CentraComm provides dedicated Juniper IDP management servers for every managed IDP customer hosted at one of our two N+1 redundant mission-critical datacenters. Customers don't have to manage or maintain a Red Hat Linux installation for the management server function and can rest assured that their servers are proactively managed and kept up to date with security patches and are backed up, physically secure, and highly available.

Performance and Reporting

Powerful real-time and historical reporting capabilities to gain insight into usage trends, performance baselines and security events and analysis. Scheduled Monthly or Quarterly review meetings to meet auditor requirements.

Service Level Agreements

Trackable SLA's for hardware failures, network attacks, and IDP performance.

CentraComm IDP Management Tiers

	Plati-num	Gold	Silver
Security Management			
Real Time (Daily) analysis, monitoring and alerting of security events (Critical, Major, Minor, Low, Info)	All Events	Critical Only	
Trending and event correlation	All Events	Critical Only	
Reviews with internal staff	Monthly	Quarterly	
IDP and event consultation and resolution	Unlimited	5 hours	\$250/hr
Security Service Level agreement	Custom	x	x
Updating of security policies and Juniper attack objects	Daily	Weekly	
Escalation of events to third party authorities	x	x	
Co - management option	x	x	x
Hosted Management Server			
Dedicated management server hosted at CentraComm's Security Operations Center	x	x	x
Management server maintenance - backup/change control of IDP policies	x	x	x
Management server configuration, security/hardware/software updates	x	x	x
Proactive Status Monitoring			
24 x 7 x 365 (Up / down / problem) of IDP sensor and management server	x	x	x

CentraComm Service Level Agreement

Non-Critical Change Request	4 Hours	Credit: 1-Day
Uptime	100% Goal	Credit: 1-Week
Major Network Attack	Notify Within 15 Minutes, Escalation if Necessary	Credit: 1-Week
Operations Outage	4-Hour Response	Credit: 2-Weeks
Hardware Failure	Overnight Replacement with Configuration, 4-Hour Onsite Workaround	Credit: 1-Month
Actual Network Breach	Escalation & Cooperation with 3rd Party Civil or Governmental Agency	Credit: 1-Month