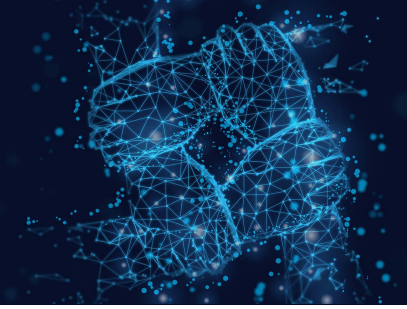


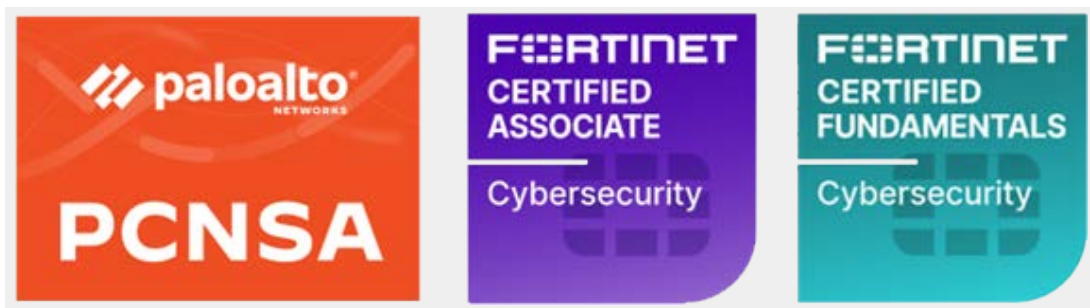
Managing a firewall is a complex and demanding task that necessitates continuous expert attention. Trace3 experts safeguard your systems, ensuring complete network visibility and allowing you to focus on what really matters – moving your business forward.



OVERVIEW

Managed Firewall Services is a comprehensive bundled solution that includes the continuous monitoring, management, and patching of your firewall infrastructure. At Trace3, our cyber-security experts ensure firewalls are always up to date with the latest security patches, protecting your network from emerging threats. Our US-based experts monitor your firewall and provide real-time detection and response to ensure optimal performance and security of your network, as well as validating optimal configurations and best practice recommendations are in place. This allows you to focus on what matters most to you – building upon your core business activities, while leaving the day-to-day firewall activities to us.

MANAGED SERVICES CERTIFICATIONS



OFFERING DETAILS

At Trace3, we specialize in supporting next-generation firewalls, with a focus on Palo Alto Networks, Cisco, and Fortinet devices. We offer three tiers of service: Essential, Enhanced, and Enriched - each designed to build upon the previous tier. As you move up in tiers, you'll gain additional entitlements, and our pricing structure is straightforward, based on the number of firewall devices you have. This makes it an efficient and simple way to tailor your security solution while optimizing your budget.

With our tiered and bundled approach to firewall management, you have the flexibility to choose the level of support that best fits your business needs. Whether it's monitoring, management, patching, or all three, we've got your team covered. Our clearly defined scope and pricing tiers give you an efficient way to offload firewall management. By aligning our services with your technology and business requirements, we provide a streamlined solution that ensures full visibility, administration, and protection from vulnerabilities within your firewall infrastructure.

TIERED ENTITLEMENTS

Entitlements	Essential	Enhanced	Enriched
Infrastructure Performance Monitoring: 24/7 monitoring for firewall's focusing on infrastructure performance, including memory utilization, CPU usage, disk space, up time/down time for firewall appliances, etc., while alerting customer on action required via ticket creation and hand-off to customer.	X	X	X
Monitoring Dashboard: Provide real-time or near-real-time insights into various aspects of their system, process, or environment. It will display key metrics, KPIs (Key Performance Indicators), and other relevant data.	X	X	X
Monitoring Reporting: Analysis and presentation of data collected from monitoring activities in a structured and meaningful way. Reports will have valuable insights into the performance, health, and efficiency of systems, processes, or environments being monitored.	X	X	X
Firewall Configuration and Services Management: <ul style="list-style-type: none"> Configuration backup of network devices Signature and intelligence feed updates MACD changes including VPN configuration management, updates to routing protocols (BGP, OSPF, EIGRP), firewall NAT rule updates, and VLAN configuration Manage, analyze, revalidate, and update Client's firewall policies Troubleshooting & remediation including root cause analysis of critical issues, and system recovery (break/fix) services 		X	X
Change Management: Problem and change management using integrated ITSM system (Trace3's Service Now).		X	X
Alert Tuning: Engineering-led review of warnings and alerts in a collaborative effort with the client regarding potential environmental changes with the objective of warning/alert reduction and tuning to promote a stable environment.		X	X
Patching: Evaluate firmware versions for the firewall services and hardware on a reoccurring basis and update/upgrade on a mutually agreed schedule with the Client. This includes user interface and security enhancements, performance and stability improvements, and bug fixes.			X
Circuit Management: ISP coordination for WAN errors and failures.			X
3rd Party Maintenance + Vendor / RMA Case Management: Technical engagement with vendor for troubleshooting, resolution, and coordination of hardware replacements (requires active vendor support contract (Ex. Palo Alto Gold Seal Support with TD Synnex, Cisco SMARTnet, Fortinet FortiCare)).			X
EoS / EoL Report: Provide quarterly EoS and EoL report for in-scope firewalls and associated management consoles.			X

VALUE

Through our cyber-security expertise and U.S.-based continuous support, Trace3 will provide you with elite monitoring and proactive security management, ensuring real-time detection and response to threats, all while keeping your firewall updated with the latest patches. At Trace3, our industry experts span multiple disciplines, giving you top-tier care across your firewall and network infrastructure. This expert led approach not only enhances your network's security but also allows your internal team to focus on what's important to your business, while giving you confidence that your network is working at peak performance. Approaching solutions in a tier-based model, is the most efficient way to manage your devices, while capturing your technological and business needs at once. This will reduce your overall management cost, give you the flexibility to choice which solution best fits your business while providing you with full visibility and protection of your devices.

Regardless of where you are on your Managed Services journey, we have solutions to help you succeed. To learn more, contact your Trace3 representative or find us at Trace3.com.