

# Affinity for Application Acceleration

A Managed Service designed to deliver optimised service levels and cost reductions that allow you to concentrate on running the rest of your business.

As corporate applications become more and more critical to the survival and growth of the business' bottom line, IT departments face tough decisions about how to deliver more applications with better performance to all of the end users across the Wide Area Network (WAN) system. These concerns have slowly grown to be huge challenges for IT managers and directors over the past 2 years.

In the past, the myth that "ordering more Network bandwidth will solve my problems" was the general response when a business was facing slow application performance across the WAN. This response was partly due to the limited options available to satisfactorily address poor application performance issues without increasing network bandwidth.

As organisations struggle to balance the competing demands of cost containment and increased network traffic, with WAN costs typically accounting for IT's highest expenditure, MIS Corporate Defence Solutions (MIS CDS) team of security experts offers you a managed WAN service to optimise your WAN performance by reducing your traffic overheads and in doing so, MIS CDS can ensure that you gain visibility of your WAN traffic and guarantee dramatic application performance. In conjunction with trend analysis the service is designed to reduce your operational costs significantly whilst visibly improving the end-user experience and productivity, all supported by Service Level Agreements (SLA's).

The service provides a wide range of features, including:

- Expert configuration
- Policy management
- Dedicated 24/7 monitoring
- Availability monitoring notification based on pre-determined thresholds
- Online reporting tools via *Affinity*PORTAL
- Software maintenance and management

Outsourcing your WAN Acceleration management lets you avoid the frequent headaches associated with in-house management while ensuring your security and enhancing availability.

		<i>Affinity</i> ADVANCED	
		<ul style="list-style-type: none"><li>• Unlimited access to security experts</li><li>• Unlimited remote updates of managed software</li><li>• Quarterly reviews of all managed software</li><li>• Unlimited number of changes in security operations centre</li><li>• Full remote trends based monitoring via <i>Affinity</i>SECURE</li><li>• Remote diagnostics via web meeting</li><li>• Unlimited security vulnerability scans of software</li><li>• System availability monitoring</li><li>• Remote diagnostics via web meeting</li><li>• Industry leading SLA</li><li>• Systems monitoring and anomalous information via <i>Affinity</i>SECURE</li><li>• Next business day hardware replacement*</li><li>• Onsite consultancy for 2 days per annum</li><li>• Access to <i>Affinity</i>PORTAL to log calls; manage contracts; security news</li></ul>	
<i>Affinity</i> BASE			
<ul style="list-style-type: none"><li>• System availability monitoring</li><li>• Remote diagnostics via web meeting</li><li>• Notification of systems down via a telephone call</li><li>• Full remote trends based monitoring via <i>Affinity</i>SECURE</li><li>• Systems monitoring and anomalous information via <i>Affinity</i>SECURE</li><li>• Remote support</li><li>• Unlimited calls per annum</li><li>• Next business day hardware replacement*</li><li>• Access to <i>Affinity</i>PORTAL to log calls; manage contracts; security news</li></ul>			
Mon-Sun 7am - 7pm	Mon-Sun 24 hrs	Mon-Sun 24 hours	Mon-Sun 24 hours
Security Operations Centre			

## Support Options

*Affinity* is the support to all of our service offerings allowing you the flexibility to choose the relevant service(s) as you require, rather than a one size fits all. These services include a range of technical support and maintenance services which allow you to pick and choose according to your own unique environment. The two service levels comprise of *Affinity*BASE, and *Affinity*ADVANCED – full details of each service level are detailed below.

### Service Component Overview:

#### **24 x 7 Pro-Active Monitoring of the Security Device(s)**

The MIS CDS Security Operations Centre monitors the availability of the device(s) as per the contract on a 24 x 7 proactive basis. When a device fails / connectivity is lost, the Security Operations Centre is alerted and a response based on SLA time can be tailored to one of the following:

- Instant (Real Time) SMS or alert to a dedicated contact or contacts
- Email alerting (once the link is restored) to individual contacts
- Incident logging depending on severity

#### **Maximum incident response time**

The MIS CDS Security Operations Centre will respond to each individual incident based on the following SLA. Incidents such as system down and hardware failure are classified as **high priority** and are dealt with in accordance with the SLA.

- 1 hour response
- 6 hourly progress report
- 24 hour fix (dependant on product and hardware support contact)

#### **Unlimited policy changes within support hours**

*Affinity*ADVANCED customers have unlimited policy changes to all managed devices on a 24x7 basis.

#### **Support hours**

The MIS CDS Security Operation Centre provides customers with full 24x7 or 7x7 telephone access for technical support queries at no additional charge. *See table above.*

#### **Reporting available 24 x 7 via *Affinity*PORTAL**

MIS CDS offer reporting via *Affinity*PORTAL. Reporting is included with all service levels, typical reporting intervals vary from daily to weekly depending on the chosen product, and standard reports highlight high usage periods and give a general overview of the status of the managed device. Reports vary from high-level management summaries to low -level diagnostic reports indicating the number of packets passed though each interface.

#### **Weekly policy and hardware configuration backup**

Security device backups are included with the *Affinity*ADVANCED service level; all backups are stored on secure network storage at the MIS CDS Security Operations Centre. Should a restore be required, standard SLA response times will apply. MIS CDS ensure only authorised staff have access to software and hardware configuration information.

#### **Installation of critical service packs to address new vulnerabilities**

Should a critical vulnerability be discovered in a security device operating system release, MIS CDS would arrange for an immediate upgrade / patch to ensure the managed architecture cannot be compromised using an exploit based on the new vulnerability.

#### **Service pack / Feature release installation**

Software updates to managed devices are included in with *Affinity*BASE and *Affinity*ADVANCED service levels (assuming software subscription licensing is current). MIS CDS will upgrade and apply patches as

they become available and only once they have been thoroughly tested by the Security Operations Centre engineers. Should any downtime be required MIS CDS would arrange for a suitable change slot to apply the patch / update with prior agreement from the end-user.

#### **Health monitoring via *Affinity*SECURE**

Included with MIS CDS' managed service is the complete monitoring of the security landscape utilising the company's *Affinity*SECURE architecture. The service will ensure that relative "Health" remains constant, typical areas covered include:

- Number of active connections
- Events per second
- Traffic Statistics
- Hard Drive Status
- Hard Disk Space
- CPU Load
- Memory Usage
- Device Temperature
- Running Processes

**Note:** Monitoring may vary depending on platform. Please check with your account manager.

#### **Security device policy reviews**

As part of MIS CDS *Affinity*ADVANCED service, the customer is provided with the option of either annual or quarterly policy reviews. The MIS CDS professional services team will manually audit the security device and configuration to ensure that no duplicate rules exist, that no configuration errors have been introduced over time and checks to ensure that the configuration is inline with current security best practices.

For more information on MIS CDS Managed Security Solutions, please contact us directly on:

Tel: +44 (0) 1622 723 456

Fax: +44 (0) 1622 728 580

Email: [affinity@mis-cds.com](mailto:affinity@mis-cds.com)

Web: [www.mis-cds.com/affinitymanaged](http://www.mis-cds.com/affinitymanaged)

MIS CDS offers a full range of market leading security products and services, the company can diagnose an organisations vulnerabilities, secure their issues and manage and update their security infrastructure on a proactive 24 x 7 x 365 basis. The organisation works in close partnership with our customers to ensure that their networks and web sites constantly retain optimum security.



MIS Corporate Defence Solutions, MIS House, Hermitage Court, Hermitage Lane, Maidstone ME16 9NT  
T: 01622 723400 F: 01622 728580 [www.mis-cds.com](http://www.mis-cds.com)

MIS Corporate Defence Solutions, Unit 8, Cedarwood, Crockford Lane, Basingstoke, Hampshire RG24 8WD  
T: 01622 723400 F: 01622 728580 [www.mis-cds.com](http://www.mis-cds.com)