

MIS Corporate Defence Solutions Support Services

Supporting all Products and Services

MIS Corporate Defence Solutions (MIS CDS) understand that your security devices are now primary components within your network and 95% of the time, they work effectively and efficiently. However in the event of downtime and to assist you in bridging that 5% gap, MIS CDS offer you a range of support services to ensure that should something happen to your primary gateways and other critical elements within your Security Network, a specialist engineer is available immediately.

MIS CDS does not run a help desk, but operates a fully-manned, 24x7x365 Security Operations Centre, which houses a wealth of security specialists, who can resolve your issues and allow you continuity and integrity of your network for your users and customers.


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 three service levels comprise of **Affinity**ESSENTIAL , **Affinity**BASE, and **Affinity**ADVANCED – full details of each service level are detailed below.

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

Depending on the service you choose you have access to MIS CDS secure login portals, **Affinity**PORTAL and **Affinity**SECURE.

AffinityPORTAL is a free, secure, value added online service area for every **Affinity** customer that allows you to log and update support calls, manage your devices, run vulnerability scans, get vulnerability alerts for your key systems and keep up to date with the latest security news – all via one friendly Graphical User Interface (GUI).

AffinitySECURE is our third generation real-time monitoring service developed in-house over 10 years, examining critical parameters of our customers' infrastructure for a wealth of services, including firewalls,



remote access solutions, web and email security solutions amongst others. MIS CDS appreciates that whilst security solutions are vitally important they only serve to enable Internet based communication, which is why we are pleased to offer you as part of our service, *Affinity*SECURE to monitor critical services like email, web sites, e-commerce sites and other Internet facing services.

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

Web: www.mis-cds.com/affinitysupport

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

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