



ProSOC™ Next-Generation Firewall and UTM Managed Services

Overview:

ProSOC Next-Generation Firewall and UTM Managed Services are designed to meet the security and operational challenges facing organizations with critical applications and networks. ProSOC provides 24x7 security monitoring and full life cycle management for NGFWs.

Key Advantages:

- Affordable 24x7 expert security event monitoring and management
- Provides actionable intelligence that enables internal IT teams to effectively and quickly resolve issues
- Maximizes investment in NGFW technology through expert tuning and health and performance monitoring
- Off-loads IT teams from configuring, tuning, and patching NGFWs
- Reduces cost of security and networking operations
- Integrated threat intelligence database improves accuracy of alerts
- Meets compliance requirements for monitoring, logging and forensics
- Provides full visibility to event logs with easy-to-use web portal, powerful reporting, dashboards, and drill down analytics
- Scalable cloud-based deployment - no software or hardware purchases

Next-Generation firewalls (NGFWs) are now widely deployed to protect against increasingly complex cyber threats. NGFWs are dynamic, intelligent and have contextual awareness of content, applications, and users. These devices are also helping IT organizations simplify their environment by combining security functions, like intrusion prevention and web security, into a single firewall platform.

NGFWs are more complex to monitor and manage than legacy firewalls. Challenges include verifying that policies are enforced correctly, tuning and updating intrusion prevention systems (IPS) and optimizing rules. NGFWs also generate a higher volume of security alerts that must be monitored and investigated.

Hiring and retaining certified NGFW experts is costly and time consuming. Monitoring and maintaining these devices around-the-clock can stretch resources and cause employee burnout. Many organizations recognize the need for NGFW technology, but lack the in-house resources to monitor and manage this class of technology on a 24x7 basis.

Security Experts Working for You

Proficio's team of Security Engineers and SOC Analysts are working 24x7 to support our customers. Our team of experts monitor and investigate suspicious security events and provide prioritized alerts with recommendations for remediation. Proficio services are delivered through our Security Operations Centers (SOCs) and supported around-the-clock by our experienced team of security experts who have managed some of the largest Security Operations Centers in the world.

Proficio off-loads specialized and time consuming tasks from customers, including SIEM administration, log monitoring, compliance reporting, and full life cycle management of firewalls, NGFWs, IDS/IPS, and WAFs. In an environment where it is increasingly difficult to recruit and retain qualified specialists, our ProSOC services enable customers to fully realize the benefits of their security systems, are highly cost effective and allow in-house IT personnel to focus on higher priorities.

Technology Experts

Proficio team members are certified experts in the security and networking technologies for which we provide managed services. These include products from Cisco, Fortinet, HP ArcSight and TippingPoint, Imperva, Juniper, and Palo Alto Networks. Our managed services include:

- Real-time 24x7 security event monitoring and response
- Device provisioning and configuration
- Signature and policy tuning
- Configuration management
- Proactive administration, maintenance, patching, and upgrades
- Health and performance monitoring
- On-call support from security experts
- Emergency incident response

"Proficio's ProSOC service protects our confidential data by analyzing the millions of events that cross our network and prioritizing the critical alerts that require action. This helps me sleep better at night."

Todd Felker, Infrastructure and Security Architect, Torrance Memorial Medical Center.

Ongoing NGFW Tuning

Proficio NGFW Engineers provide expert tuning to adjust for changes in our customers' applications and threat landscape. Research shows that two-thirds of organizations use the IPS module on their NGFW in active inline prevention mode. While NGFWs include some automated tuning, time and expertise are required to ensure a balanced trade-off between information security and application availability.

We work closely with our customers' security and networking teams to review the effect of policy changes and the behavior of new applications and may recommend running a NGFW in learning mode as a pre-production test.

Full Visibility and Access to Security Logs

The ProView web portal provides customers with a real-time summary of the state of their security and includes:

- Operational Dashboards
- Reports for security, management, and compliance
- Full access to security event logs
- Active Channels
- Drill down analytics
- Role-based and user-based views
- Case Management

Health and Performance Monitoring

Proficio's health and performance monitoring service ensures that your NGFW deployment is efficient and reliable – and that you are maximizing your investment.

We provide this service on a 24x7 basis and quickly investigate and resolve issues to prevent disruption to your security or application availability. Customers pay no additional software or hardware costs for this service and avoid burdening their internal teams with the commitment of a 24x7 operation.

Patching and Updates

Proficio will advise on the priority of applying releases that do not have an impact on security and will apply software releases and patches according to the customer's change management policy.

About Proficio

Proficio is an award-winning provider of managed detection and response (MDR) services. Its innovative approach to managed security service delivery is changing the way organizations defend against advanced threats, achieve regulatory compliance, and prevent security breaches.

Proficio's ProSOC service provides highly accurate, 24x7 security monitoring and alerting, advanced threat detection, and automated response services. Proficio is the trusted managed security service provider for some of the world's leading utility, healthcare, industrial and consumer-focused organizations. To take your security to the next-generation, visit www.proficio.com.



Threat Intelligence

ProSOC integrates multiple threat intelligence feeds into our SIEM. Nefarious traffic identified within our customers' networks and threat data from external sources of malware, Indicator of Compromise (IOC), and Command and Control sites are constantly added to our threat intelligence database.

We correlate the source and destination of traffic with our threat intelligence data to more accurately prioritize alerts and trigger analyst investigations. ProSOC threat intelligence is updated regularly and complements comparable databases provided by NGFW vendors.

Vulnerability Scanning

In addition to Proficio's ProSOC service, we offer a powerful vulnerability scanning service called ProSCAN. ProSCAN is an easy-to-use, very accurate and highly automated solution that scans hosts, network devices and endpoints for vulnerabilities, configuration errors and compliance gaps. Vulnerability scan data is correlated with security events from NGFWs to provide accurate and actionable alerts.

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