

Managed Security Services

Cost-effective solution to help improve your security posture, protect key information assets and allow internal IT staff to concentrate on supporting the core competencies of the business.

Reduce Cost, Enhance Security and Optimize Performance

Balancing technology decisions with evolving threats and maintaining compliance with limited resources creates significant challenges for any organization. Hiring and retaining a staff that understands both the complexity of various compliance requirements, information security technologies and the nuances of a defensive security stance can distract an organization from its focus and interfere with its core competencies.

Cost-effective, Continuous, Managed Security

Trustwave Managed Security Services (MSS) enable your organization to upgrade the network environment to include industry-leading security solutions without having to make large capital expenditures. From a Fortune 500 enterprise to an Internet-based start-up company or any organization in between, our MSS lowers the total cost of ownership associated with information security management, monitoring and support. And Trustwave's proprietary TrustKeeper® Web portal makes it even easier to monitor your security and compliance services all in one place.

Untangle IT Resources and Gain Peace of Mind

Proactive, layered network security goes beyond just the latest hardware and software. It demands an end-to-end network security program with around-the-clock management, specialized staff, innovative technology and enforceable security processes. Trustwave MSS are a combination of expertise, technology and processes which help to:

- Ensure up-time, prevent revenue loss
- Safeguard communication to protect trade & commerce with partners, suppliers and customers
- Facilitate compliance with standards such as PCI DSS, SOX, HIPAA, FISMA, GLBA and others
- Reduce IT security staffing and training requirements, and technical support and upgrades
- Decrease future hardware and software purchases, lowering capital expenditures
- Free internal IT resources to focus on core business functions

With Trustwave MSS, businesses will have the necessary tools and reports to address numerous industry regulations, including the PCI DSS, GLBA Safeguards Rule, FFIEC Security Controls, and HIPAA/HITECH Security Standards requirements.

Comprehensive Services Offering

Deployed separately or in tandem, our suite of managed solutions covers a wide range of data security needs.

Intrusion Detection (IDS)

- Powered by Trustwave's proprietary intrusion detection technology
- Data security experts monitor network events 24x7x365 to identify abnormal events, sift out false positives and notify administrators if necessary
- Third-party IDS management and monitoring support available

Intrusion Prevention (IPS)

- Powered by Trustwave's proprietary intrusion prevention technology
- Third-party IPS management and monitoring support available

File Integrity Monitoring (FIM)

- Monitors sensitive files, tracking additions, modifications or deletions
- Alerting and reporting for files, directories, registry keys and registry values with custom application support
- Unlimited deployment on laptops, desktops and server hosts

MSS Support Features

- 24x7 management for critical issues and events, as well as monitoring of hardware and software for performance, health and availability
- One, single monthly fee for hardware procurement, maintenance and service updates
- Change requests and general, multilingual support provided via phone, e-mail and secure Web portal
- Security policy change requests reviewed and validated by Trustwave engineers
- Management and monitoring of third-party security platforms
- Annual SAS 70 Type II audits
- Service Level Agreements (SLAs)

24x7, Multilingual Customer Support

Our Managed Security Service offers a variety of customer support packages to accommodate your IT environment and budget; Trustwave will help you select the most cost-effective support package for your environment. Our secure Web portal allows MSS customers to submit security change requests, questions or any other issues to the Trustwave Secure Operations Center (SOC) in a secure SSL encrypted manner. All support issues are tracked via an internal ticketing process. Every ticket is categorized by the type of issue, prioritized according to the severity of the issue and then assigned to the proper level of support personnel. If a particular issue requires additional attention, thoroughly defined escalation procedures ensure every issue is addressed by an appropriately skilled engineer in a timely manner.

About Trustwave®

Trustwave is a leading provider of information security and compliance management solutions to large and small businesses throughout the world. Trustwave analyzes, protects and validates an organization's data management infrastructure—from the network to the application layer—to ensure the protection of information and compliance with industry standards and regulations such as the PCI DSS and ISO 27002, among others. Financial institutions, large and small retailers, global electronic exchanges, educational institutions, business service firms and government agencies rely on Trustwave. The company's solutions include on-demand compliance management, managed security services, digital certificates and 24x7 multilingual support. Trustwave is headquartered in Chicago with offices throughout North America, South America, Europe, the Middle East, Africa, Asia and Australia.

Managed SIEM

- Log collection, monitoring and threat management
- Three service levels: self-service, daily analysis and real-time analysis based on asset criticality and customer needs
- Scales seamlessly with network growth

Network Access Control (NAC)

- Identity-based access control
- End-point compliance checks
- Constant behavioral threat detection and mitigation
- Automated policy enforcement
- Automated remediation

Secure E-mail (mailMAX)

- Protects confidential e-mail content via encryption
- Blocks spam, viruses and malicious software
- Inspects incoming and outgoing e-mail for inappropriate and unauthorized content

Two-Factor Authentication

- Couples digital certificates with Trustwave's VPN service or an organization's existing VPN infrastructure
- Software only solution requires no dedicated hardware support
- Offers considerable cost savings and security over token-based authentication systems

Unified Threat Management (UTM)

- Complete network perimeter protection consolidated in one appliance; includes:
 - Firewall
 - Intrusion prevention
 - Anti-virus
 - NAC rogue wireless detection
 - SIEM log collection
 - Internal vulnerability scanning
 - Web filtering
 - Virtual Private Networking (VPN)
- Supports PCI DSS compliance for franchise or retail locations, branch or satellite offices, small-to-medium businesses and distributed enterprises
- Ongoing firewall and component service configuration and policy management support
- Patch and software update support
- Expert analysis
- Dynamic reporting to support compliance needs
- Third-party UTM/Firewall management and monitoring support available

Vulnerability Scanning (VS)

- Proprietary scanning engine tests for thousands of vulnerabilities, including the SANS Top 20
- External scanning scans your IP addresses from outside the network
- Internal Vulnerability Scanning Service (IVS) scans your network from behind the firewall
- Scheduling and reporting through the TrustKeeper® Web portal

Web Application Firewall (WAF)

- Trustwave WebDefend® — WAF appliance deployment and tuning
- Advanced Web application security detection and protection, including coverage of the OWASP Top 10 Web application attacks
- Helps block sensitive data loss

Encryption

- Trustwave Encryption® — control servers hosted and managed by Trustwave
- Protection and persistent access control with encrypted data wherever it travels
- No application changes required

Trusted by Thousands of Clients

Trustwave is a security provider for thousands of enterprises, financial institutions, service providers and small- to medium-size businesses throughout the world. As a result, our expert security engineers stay abreast of the latest threats, trends, exploits and other attack methods through proprietary correlation techniques and a Signature Operations division dedicated solely to researching vulnerabilities and exploits and developing methods to protect against them. With Trustwave MSS, you receive a level of protection you won't find anywhere else.