



MANAGED SECURITY SERVICES

Security Device Management

Getting the basics right from the beginning is a fundamental aspect of good cybersecurity practice.

Secure configuration, management, and maintenance of security devices is essential to protect assets and meet numerous compliance regulations. Managing security devices, however, requires a specific and specialized skill set that needs constant attention, training, and maintenance. Keeping solutions updated and patched while monitoring them 24/7 is a challenge for all organizations, large and small.

We reduce that burden for you, with Security Device Management services that follow industry best practice to provide appropriate service fulfilment and change management processes, event, incident, and problem management. These services ensure that security devices are available, and that organizations maintain compliance with the applicable regulatory requirements.

Our Security Device Management services protect your security devices including firewalls, intrusion detection and protection systems, web application firewalls, and endpoints by taking active and consistent management control on your behalf. We combine MSS capabilities with industry-leading malware sandbox technologies to analyse, detect, and alert you to both known and unknown threats traversing your devices.

Device Management services provide:

- On-demand device configuration and tuning.
- Timely updates and release management (patch and security hotfix).
- Continuous device health and availability monitoring.
- 24/7 coverage via ISO/IEC 27001 certified Security Operations Centers (SOCs).
- Highly-experienced industry and vendor-certified engineers.
- Proven operational processes aligned with industry best practice and guidelines.
- Device incident/event/problem/capacity management and escalation through to resolution.
- Service level agreements and objectives targeted to your organization.
- Flexibility through available operational levels and options.

Flexible, scalable, always on

Our Security Device Management services provide organizations with full maintenance, updates, change management, tuning, and 24/7 device monitoring by NTT experts. You can leverage your current technology investment, using leading technology vendors.

Benefits of Device Management services

- Reduce overall security risk.
- Reduce unnecessary security technology investment.
- Enhance protection with correctly configured and optimized devices.
- Improve operational efficiency.
- Release valuable in-house security staff to focus on other initiatives.

Security devices, applications, and endpoint security solutions must be properly provisioned, configured, updated, and patched to protect against internal and external threats. Policies, signatures, and rules need to be updated and maintained to ensure accessibility, provide security, and comply with regulations. Security best practice and many regulations also require continuous monitoring to detect and respond to threats.

Working at various operational levels, we can help you reduce capital expenditure and resourcing costs while maintaining quality and control.

Using our highly-qualified and experienced security analysts to monitor and manage your security devices 24/7 enables you to focus in-house resources on adding value to core business activities.

Service-level feature comparison

Security Device Management services provide operational levels with various options to meet your organization's business requirements. Figure 1 below outlines each service level with the applicable service modules, elements and options available.

Standard services provide health and availability monitoring with event, incident, and problem management to minimize disruption to business.

Enhanced services provide extended service level agreements and objectives, including device configuration and tuning, with predefined move, add, change, and delete (MACD) bundles.

NTT provides global and multi-region Security Device Management services for a range of key security technologies.

Summary

Correctly configured, managed, and maintained devices are essential to protecting an organization's assets and are a compliance requirement for regulations including PCI DSS, GLBA, HIPAA, and SOX. Attracting and retaining experienced and vendor-certified staff can be difficult and expensive.

Proving to organizational stakeholders that your devices adhere to vendor and industry best practice is essential; as is demonstrating that change management processes are followed and documented, and that regulatory compliance has been achieved.

As an NTT Group client you'll benefit from our global threat intelligence capabilities and years of experience dealing with threats. Our security experts can manage assets on your behalf 24/7/365, giving your IT staff more time to focus on the strategic development of the business.

Device Management includes broad device and vendor support:

- Intrusion detection/prevention systems (IDS/IPS).
- Content filtering systems.
- Next generation firewalls.
- File integrity monitoring systems (FIMs).
- Unified threat management systems (UTMs).
- Virtual private networks (VPNs).
- Web application firewalls (WAFs).

Figure 1: Security Device Management Services feature comparison.

Service Module	Service Elements	Enhanced	Standard
Availability, event, incident, or problem	Health and availability monitoring Event, incident, and problem management	✓	✓
Asset management	Release management (patch and security hotfix)	✓	
	Backup for device configuration and OS	✓	
	Restore + out-of-band (availability SLA/OLA for recovery time objective)	✓	
Service request fulfilment	Support change management with predefined move, add, change, delete (MACD) tasks	✓	
	Additional MACDs	Option	

About us

NTT Ltd. is a global technology services company bringing together the expertise of leaders in the field, including NTT Communications, Dimension Data, and NTT Security. We partner with organizations around the world to shape and achieve outcomes through intelligent technology solutions. For us, intelligent means data driven, connected, digital, and secure. As a global ICT provider, we employ more than 40,000 people in a diverse and dynamic workplace, and deliver services in over 200 countries and regions. Together we enable the connected future.

Visit us at our new website hello.global.ntt