stratiam
Gives you Clarity..

SERVICE OVERVIEW
Managed Firewall

intergence
PLATFORM. DELIVERY. EXPERIENCE.

INTERGENCE'S MANAGED FIREWALL SERVICES ARE THE FIRST LINE OF DEFENCE AGAINST MALICIOUS ATTACKS.

Intergence's managed firewall services provide advanced 4th Gen application level security for networking, threat prevention and management whilst delivering exceptional performance. Our services are designed to address the changing nature of the threat landscape, rules are set and traffic is classified by application, source and type to identify threats. Rules are applied automatically to prevent unauthorised network access providing protection against advanced persistent threats and automated targeted attacks.

Intergence have partnerships and commercial relationships with all of the leading Firewall vendors, including Palo Alto & Fortinet who are both recognised vendors for 4th Gen Firewall.

ENHANCED FIREWALL OPTIONS

A full range of enhanced features are included as part of our managed firewall services. Intrusion Detection and Prevention (IDS/IPS), Anti-Virus and Web filtering functionality is available to ensure total protection for our customers.

INTRUSION DETECTION AND PREVENTION

IDS/IPS provides a single policy which contains some or all of the signatures that can be tailored and applied to certain traffic types allowing our customers to block traffic easily.

ANTI VIRUS

Our Anti Virus options enhance our managed firewall offering. Updates (signature definitions) are typically downloaded automatically and policies can then be customised and applied to specific traffic as required. We push alert notifications and emails when a Anti Virus signature is triggered on the firewall from our Stratiam™ unified management platform.

KEY BENEFITS

- **Stratiam™ Managed & Monitored**
  Fully managed firewall service, fully supported from Intergence 24x7x365 iSOC (Intergence Service Operations Centre)

- **Reducing your Complexity**
  We take care of the technology, so you don't have to.

- **Greater Control**
  Intergence 4th Gen Managed Firewall service puts you in control of your traffic and users.

- **ROI Cost Efficiency**
  Our service provides you with an experience you'd receive from the very best security experts in the business but at a cost that will significantly reduce your OPEX and provide ROI savings.

- **Resiliency & Vendor Options**
  Stateful high-availability options are available from a multi-vendor choice that best suites your requirement and budget.

- **Fully Protected & Future Proof**
  Our security support update your firewalls to provide effective protection against the latest vulnerabilities.

- **Next-Gen Enhanced Protection**
  Intergence include Anti Virus, IDS / IPS and Web filtering in all of our managed firewall options for providing our customers with maximum protection.

- **Enhanced SLA Backed Service**
  Our managed firewall services are backed by robust industry best practice SLAs.

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ANTI VIRUS

Intergence Web Filtering offers our customers the chance to view and administer web filtering policies including lists for site access permission and denial. We can export your existing approved filtering policies and user-groups to ensure seamless migration.

MANAGED FIREWALL SERVICE DELIVERY

Intergence take full responsibility for configuration, maintenance and management of your firewalls, as well as implementing your full change control procedure around the software updates and patching to assure and maintain high-availability uptime. We provide you with our transparent service visibility of everything we manage on your behalf via our Stratiam™ dashboards.

THE ANATOMY OF A STRATIAM™ TILE

Stratiam™ tiles offer an ingeniously simple way to quickly assess how multiple services are performing across your entire IT infrastructure. Should things go awry they also offer a rapid way to drill down to root cause, which allows you to respond quickly and reduce the impact of service outage.

Understanding the anatomy of a single tile is easy - then simply put this logic to use to understand overall infrastructure performance in less than a blink.
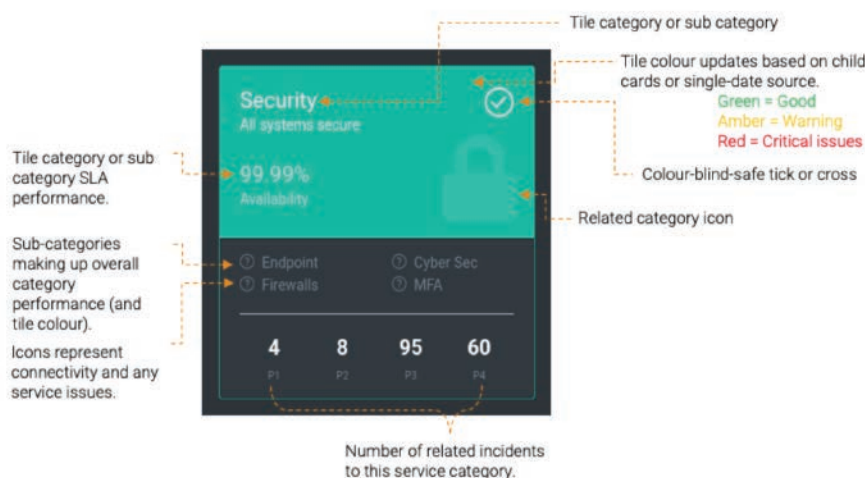
KEY FEATURES

- *Firewalls can be deployed on customer premise, public/private cloud/datacentre*
- *Site-to-Site VPN & SD-WAN virtual network overlays*
- *Remote VPN access (Client & SSL based Options)*
- *Fully NAT (Network Address Translation) Compliant*
- *Configurable rule-base managed by Intergence iSOC Professionals*
- *All configuration changes will adhere to the customers change management process*
- *Application aware, layer 7 options available*
- *UTM – Unified Threat Management functional options available*
- *Standard SLAs (Full customisable for customers requirements)*
- *Stratiam™ Unified Service Management*
- *24/7/365 Monitoring with Differentiated Support*

Tile category or sub category

Tile colour updates based on child cards or single-date source.
Green = Good
Amber = Warning
Red = Critical issues

Colour-blind-safe tick or cross

Related category icon

Tile category or sub category SLA performance.

Sub-categories making up overall category performance (and tile colour).

Icons represent connectivity and any service issues.

Number of related incidents to this service category.

DIFFERENTIATED SUPPORT

STANDARD SLAs

AVAILABILITY
99.99%

RESPONSE
15MINS

REPAIR
4HRS

SLAs are totally customisable with optional service credit agreement cover.