

Providing flexible, around-the-clock expertise to pre-emptively protect against known and unknown Internet threats



IBM® Managed Security Services

Highlights

- ***Helps enhance security with myriad features and benefits***
- ***Enables flexibility in choosing the right services to meet your unique needs***
- ***Uses integrated security intelligence to help keep you ahead of threats***
- ***Helps you save on in-house security costs and demonstrate regulatory compliance***

Keeping up with quickly evolving Internet threats

Very few organisations have the resources to keep pace with the ever-changing Internet threats that put corporate operations and profits at risk. Enterprise security is a 24x7 proposition that includes escalating patch management requirements, device management over a diverse IT landscape, and the enforcement of security policies that can impact employees, vendors and customers. At times, these demands can be more than an enterprise can bear — but now, there is an answer.

Consider the challenges. Sophisticated security requires highly skilled personnel, who are expensive to recruit, hire and retain: a proposition

that is often impossible for firms with limited IT budgets. Security management diverts scarce IT resources from core-mission activities essential to company productivity and growth. For many companies, patch management alone consumes hundreds of hours per month. Security is a critical component of new government regulations that put executives at risk.

If improperly managed, enterprise security can inadvertently block legitimate traffic, causing lost or delayed transactions, and negatively impact revenues and customer satisfaction. The spiraling and often unpredictable cost of security makes it more difficult for companies to conduct proper financial planning and resource optimisation.

Offering true pre-emptive protection

Other providers can monitor the security of a few network devices, but supplying the kind of reliable, comprehensive protection that businesses require to defend their online assets is another matter altogether. IBM Managed Security Services deliver the infrastructure, knowledge resources and on demand expertise that can help organisations safeguard their systems from Internet attacks—all at a fraction of the cost of typical in-house security resources.

Performance-based SLAs—With traditional vendors, service level agreements (SLAs) usually offer clients only a day of free service if a violation occurs—modest compensation, considering the financial damage hacker attacks can cause. Managed Security Services offer a higher standard of protection through performance-based SLAs that “guarantee”* response times and countermeasures for security events. If the “guarantee” is not met, clients can receive up to a free month of Managed Security Services, not just a single day. For example, when IBM Internet Security Systems (ISS) publishes software updates for the latest threats circulating the Internet, it will apply that intelligence to client systems within 48 hours. If this or any other goal listed in the SLA is not met, clients can receive up to a free month of Managed Security Services.

Money-back payment—Offering a unique pre-emptive protection, IBM ISS offers the industry’s leading performance-based SLA with a cash-back payment of US\$50,000 for Premium Level customers for any security breach resulting from a successful attack listed on the IBM Internet Security Systems X-Force® Certified Attack List. As a result, our clients rest assured that their security provider has a vested interest in protecting their infrastructure.

The “X” Factor — The X-Force team is IBM Internet Security Systems’ world-renowned security research organisation, which performs industry-leading, proactive research on software vulnerabilities and the attacks targeting them, monitoring and gathering security intelligence from more than 5,000 sources around the globe. The X-Force Certified Attack List includes what we believe are the most critical security threats and is updated regularly. Since 1996, we believe the X-Force team has discovered more major software vulnerabilities than all other commercial organisations combined, in close co-operation with other research labs and government agencies. Because the expertise of the X-Force team drives the management and delivery of IBM Managed Security Services, your organisation is firmly positioned to deal with Internet threats yet to come.

Strategic effect and value — CIOs typically have a difficult time quantifying just how the Internet threatens information resources. Managed Security Services help by providing a Web-based management portal that integrates service-level data from devices across client networks with early-warning security intelligence gathered by the X-Force team, which it displays in easy-to-read, business-focused reports. This enables executives to see the ongoing status of security operations, including attempts to gain unauthorised access, how those attempts were stopped and recommendations on how to prevent similar attacks. Equipped with this information, CIOs can document real threats facing the business, refine and deploy security policies and support efforts to meet compliance requirements.

IBM Virtual-Security Operations Centre (Virtual-SOC)—The Virtual-SOC serves as the engine enabling all Managed Security Services and the delivery of protection on demand. The Virtual-SOC combines the capabilities of five global security operations centres with advanced analysis and correlation, artificial intelligence, industry-leading security expertise and a high-impact Web-based management portal in a single unified system. The Virtual-SOC is designed to reduce the complexity and burden of manual data analysis and improve the accuracy of security

event identification, incident escalation and remediation. The result is a state-of-the-art, expert system that helps organisations to optimise resources, reduce the complexity of managing security, enforce security policy and improve the overall security posture.

Performance and productivity gains— By off-loading security operations to IBM Internet Security Systems, companies gain the advantage of leading-edge tools, skills, processes and experience. They can realise an improvement in system uptime and performance, and a reduction in capital investment technology and resources. Plus, when freed from day-to-day security monitoring and management, organisations can enhance productivity by reallocating in-house IT resources to more strategic initiatives.

Multiple vendor support—While IBM ISS stands firmly behind the strength of its leading security products, Managed Security Services support other security solutions that have received significant recognition and acceptance in the marketplace. In addition to managing IBM products, we also support vendors such as 3Com (IPS), Check Point (firewall), Cisco (IDS/firewall), Juniper (firewall) and McAfee (IPS). So, virtually regardless of the vendor mix, IBM Managed Security Services can incorporate end-to-end device

management, log archiving, continuous vulnerability management, remediation, documentation and reporting.

Protection on demand—Organisations looking for choices in the types of protection they require need look no further. IBM ISS offers protection on demand, a services-based approach that delivers protection to organisations of all sizes, helping them to proactively respond to Internet threats while integrating security with key business processes. This innovative approach blends leading services, technologies and security intelligence into a single solution that is delivered when, where and how you need it. The result is a cost-effective solution that can help you optimise resources, enhance profitability, improve flexibility and responsiveness, and address regulatory requirements.

Offering service alternatives for flexible protection options

IBM Internet Security Systems gives you the flexibility to choose the protection options that are right for you.

IBM Managed Protection Services for networks — 24x7 “guaranteed” protection and expert management, monitoring and escalation for enterprise networks, with up to one month of free service if we fail to meet the “guarantee” as described in the Managed Security Services Service Level Agreement available at <http://www-935.ibm.com/services/au/index.wss/itservice/gts/u1000405>.

Spans firewall, intrusion prevention, anti-virus, anti-spam, content security and virtual private network (VPN) capabilities found in the marketplace-leading IBM Proventia® suite of protection solutions.

IBM Managed Protection Services for servers

— Real-time, 24x7 “guaranteed” protection and expert management, monitoring and escalation for critical server devices across a variety of platforms and operating systems, with up to one month of free service if we fail to meet the guarantee as described in the Managed Security Services Service Level Agreement available at <http://www-935.ibm.com/services/au/index.wss/itservice/gts/u1000405>.

IBM Managed Protection Services for desktops

— Real-time, 24x7 “guaranteed” protection and expert management for desktop environments using our marketplace-leading desktop firewall, intrusion prevention, anti-virus compliance, virus prevention system (VPS) and buffer overflow exploit prevention technologies, with up to one month of free service if we fail to meet the guarantee as described in the Managed Security Services Service Level Agreement available at <http://www-935.ibm.com/services/au/index.wss/itservice/gts/u1000405>.

IBM Managed & Monitored Firewall Services

— Comprehensive 24x7 expert monitoring, management and analysis of firewall data to aid in the detection, prevention and response to the evolving threat spectrum.

IBM Managed IDS & IPS Services for networks and servers — 24x7

expert monitoring, management and analysis of intrusion-detection events, designed to allow for real-time response, investigation and recovery to effectively minimise risk and prevent downtime from attacks stemming from points inside and outside the network perimeter.

IBM Vulnerability Management

Service — Real-time management and analysis of servers, firewalls, switches and other devices; comprehensive, on demand security audits that identify, analyse and report on network security vulnerabilities; and real-time communication with IBM ISS vulnerability experts.

IBM Express Managed Security Services for e-mail security — a

variety of solutions to enhance your existing security posture that can help prevent viruses and spam and control unwanted content in e-mail.

IBM Express Managed Security Services for Web security —

protection for your company from Internet threats with 24x7 scanning that helps stop viruses and spyware before they can compromise the network; simple to deploy and easy to manage, it protects with robust anti-virus, anti-spyware and URL-filtering technologies.

Why IBM Internet Security Systems offerings?

Pre-emptive security requires marketplace-leading research, an expert eye for attack trends and techniques, and a streamlined and affordable platform for delivering advanced security solutions that are knowledge based. IBM ISS offerings command the extensive knowledge, innovative research methods and complex technologies required to achieve pre-emptive security. Our experienced consultants, architects, project managers and subject matter experts are prepared to provide your organisation with a comprehensive platform of pre-emptive security solutions designed to protect your entire IT infrastructure, from the network gateway to the desktop.

For more information

To learn more about IBM Internet Security Systems products and services, contact your IBM ISS representative to schedule a consultation.

Call **1800 557 343** or for Australia visit <http://www-935.ibm.com/services/au/index.wss/offerfamily/igs/u1025846> or Call **0800 426 431** or for New Zealand visit <http://www-935.ibm.com/services/nz/index.wss/offerfamily/igs/r1025846>



© Copyright IBM Australia Limited 2008. ABN 79 000 024 733. © Copyright IBM New Zealand Limited 2008. © Copyright IBM Corporation 2008. All rights reserved.

IBM Australia Limited
ABN 79 000 024 733
Level 13
601 Pacific Highway
St Leonards NSW 2065

IBM New Zealand Limited
PO Box 38993
The Majestic Centre
100 Willis Street
Wellington

IBM and the IBM logo are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

Proventia and X-Force are trademarks or registered trademarks of Internet Security Systems, Inc. in the United States, other countries, or both. Internet Security Systems, Inc. is a wholly owned subsidiary of International Business Machines Corporation.

Other company, product and service names may be trademarks or service marks of others.

IMPORTANT PRIVACY INFORMATION: If you would like to request access to or correction of your details, or if you prefer you or your organisation not to receive further information on IBM products, please advise us on 132 426 (Australia) or 0800 801 800 (New Zealand).

Designed by the IBM Grafxlab. GL_9862