



IBM Managed Security Services

Risk Reduction and Cost Savings

IBM Software

PCTY2010



Pulse Comes to You

Optimising the World's Infrastructure
London, May 27 2010

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Managed Security Services
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Security is Critical to IBM Clients

Helping clients to work smarter...



... Requires Security for Innovation



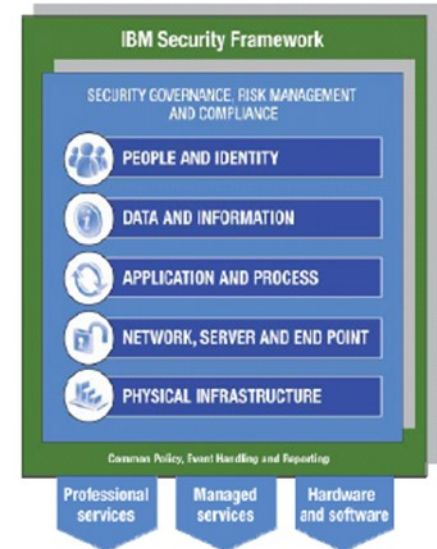
New technology introduces new security challenges

Rapid and tremendous growth in data volume

Threats on the rise

Supply chain is only as strong as the weakest link

Clients expect privacy



Security Services – Customer Requirements



Reduce Costs

- Reduce on-going security management costs and technology investments
- Avoid hiring and training additional people to ensure proper network protection
- Reduce downtime, productivity & loss of revenue due to security breaches & data loss



Manage Risk

- End to end security protection across all the "domains" of risk
- High quality protection against existing and new threats through Service Level Agreements
- Professional advise on security improvements
- Meet and maintain regulatory compliance requirements



Improve Service

- Expertise to manage the complexity of the security landscape and industry expertise in evaluating security risk posture
- Proven expertise in leveraging existing IT investments, vendor agnostic
- Increases operational efficiencies by eliminating manual audit tasks

- IBM Managed Security Services provides 24x7x365 centralized monitoring and management of security programs across multi-vendor environments
 - Provides protection by staying ahead of the threat with ability to respond to and mitigate risk.

**Guaranteed performance-based service level agreements for selected environments*

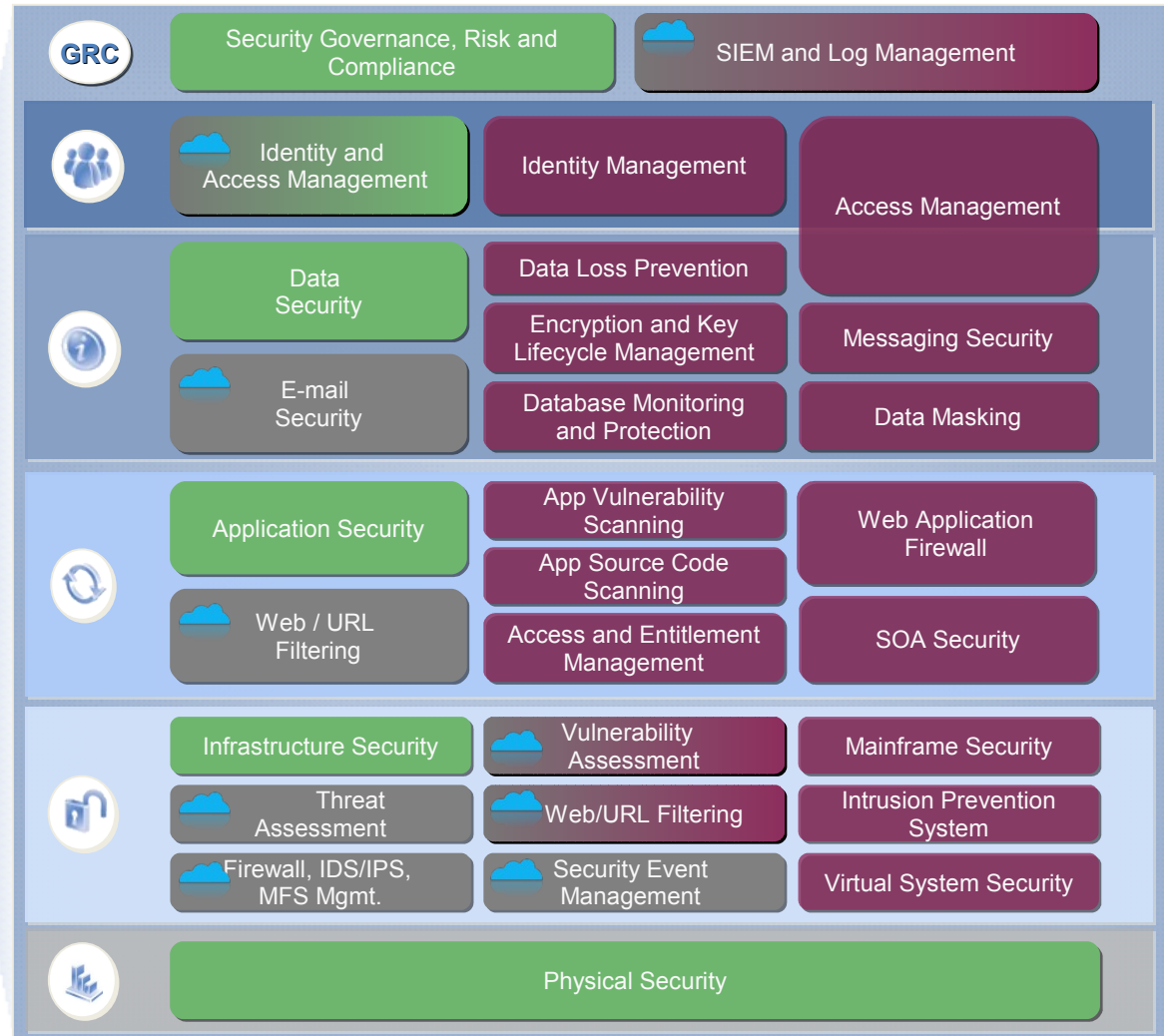
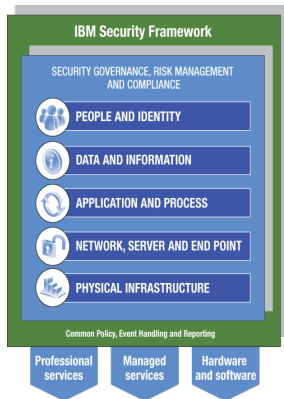


IBM Security portfolio

 = Professional Services

 = Cloud-based & Managed Services

 = Products

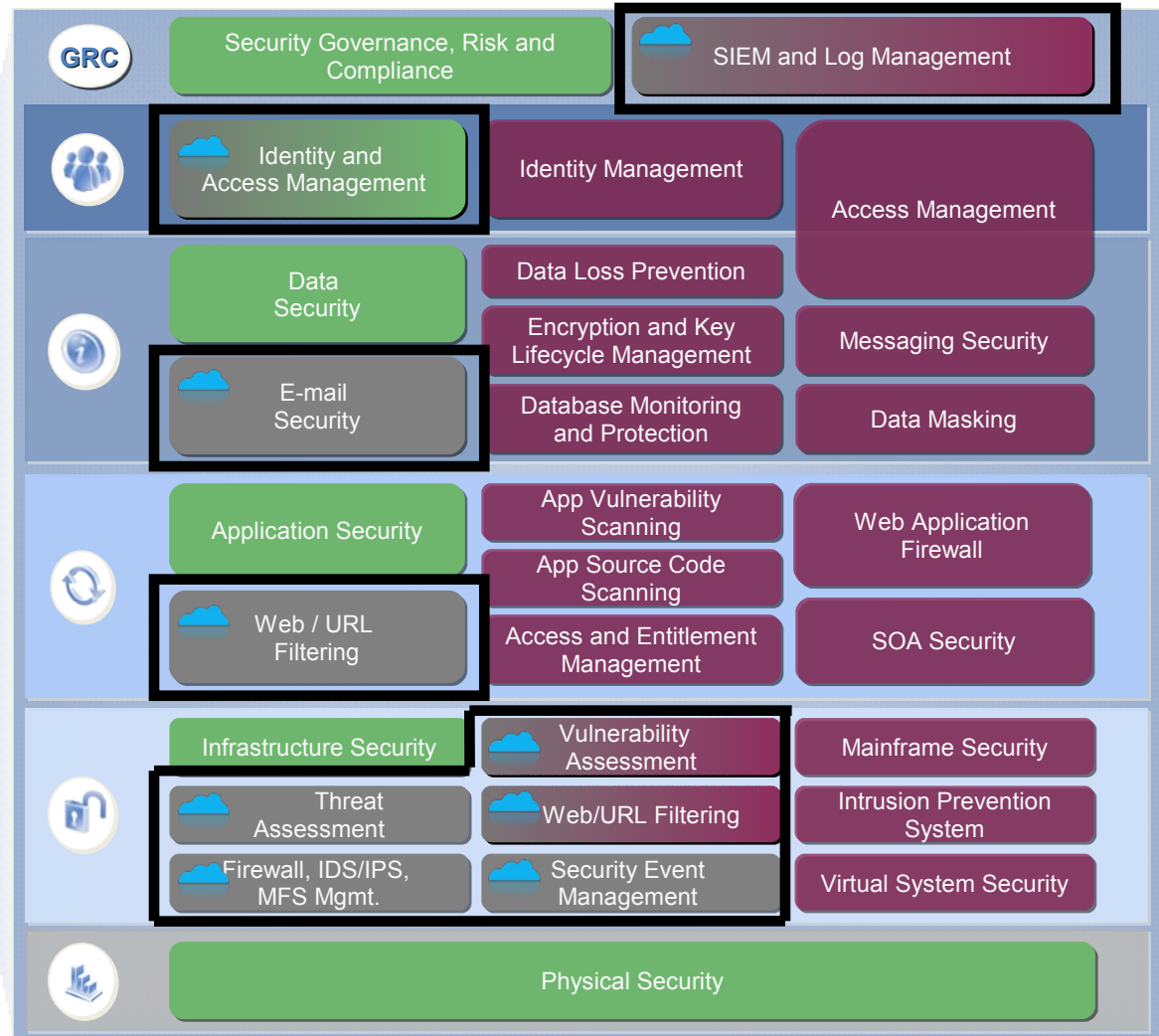
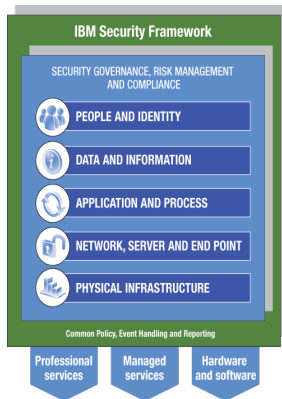


IBM Security portfolio

 = Professional Services

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Managed Security Services : Reduce Costs



Reduce Costs

Reduced Ongoing Security Costs

- Integrated services reduce operational and management time
- Centralized management for multi-vendor environments avoids investments in on-site technology
- Event normalization, aggregation, correlation, archival, escalation, remediation allowing for a comprehensive view of overall security posture to deliver actionable results

Reduced Downtime

- Elimination of malicious traffic resulting in maximized network uptime, availability, and bandwidth
- Improved evaluation, configuration and deployment of new security technologies, improves speed to protection and optimizes security capabilities

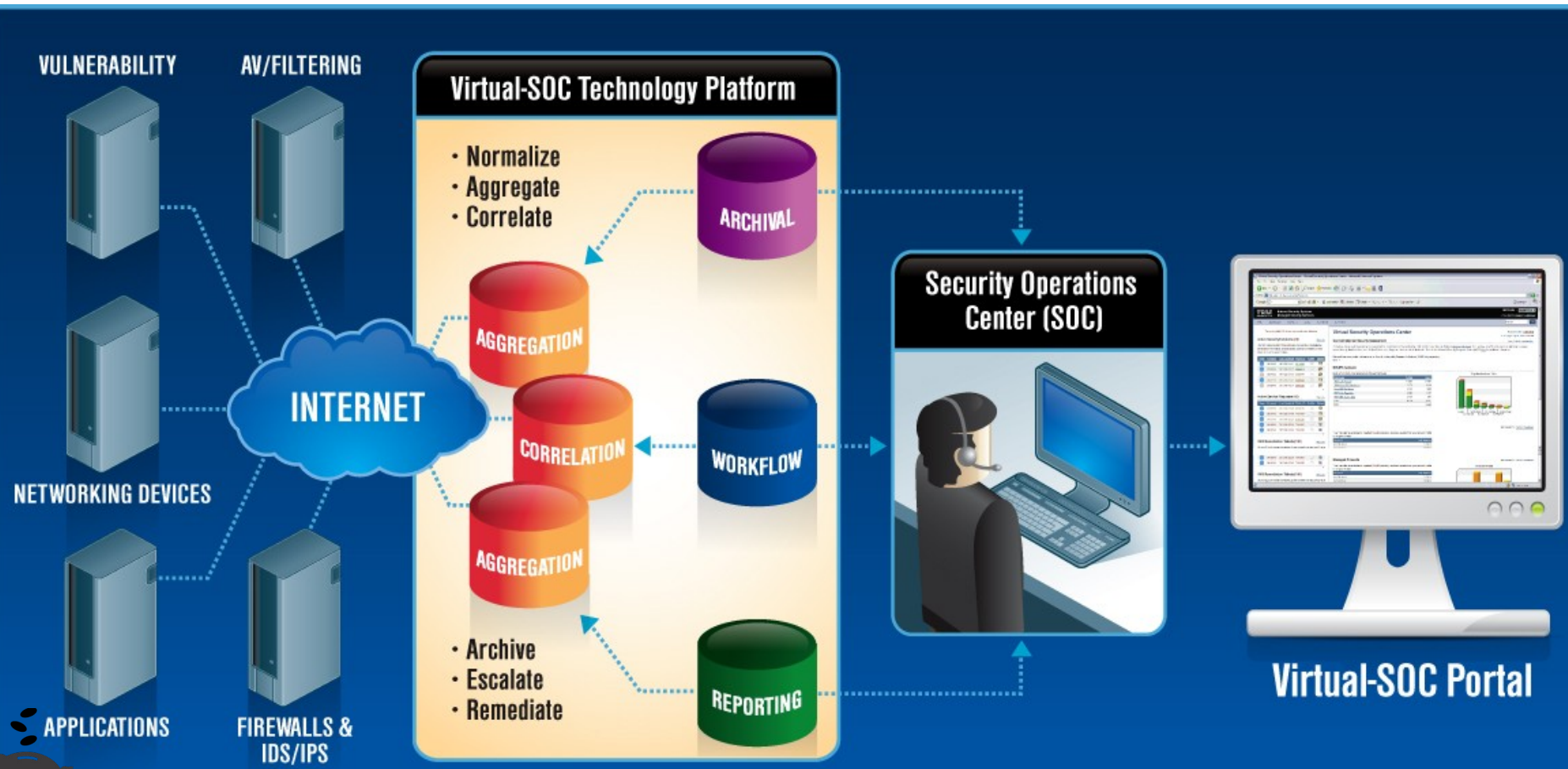
Optimized employee productivity

- More efficient use of employee's time devoted to security monitoring and management
- 24/7/365 or coverage on nights, weekends, off-hours

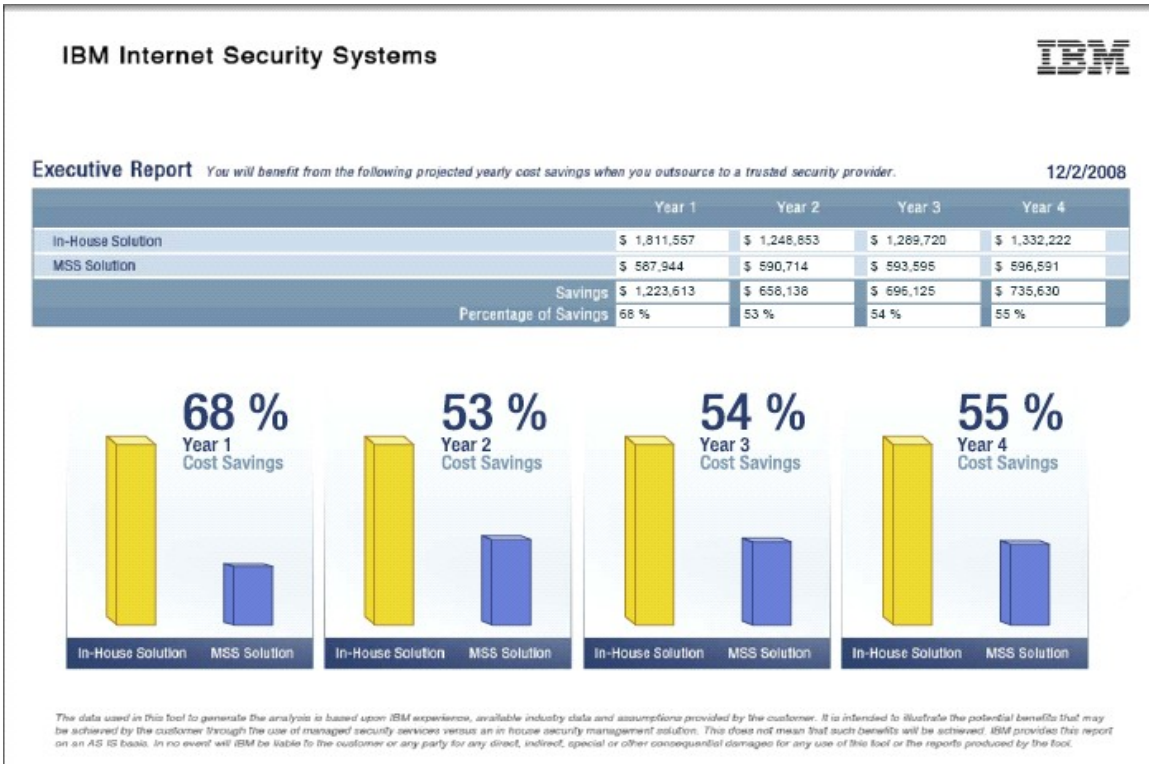


Managed Security Services : Reduce Costs

In-the-Cloud Security Delivery Infrastructure



Managed Security Services : Reduce Costs



In this example, leveraging a managed protection provider yields a **55% savings** over in-house security



Managed Security Services – Manage Risk



Manage Risk

End to End Security

- End Point, Network and Server
- Keeping the bad guys out, letting the good guys in

Pre-emptive Protection

- Integration of different Security Services with Security Intelligence
- Leveraging IBM's protection technology

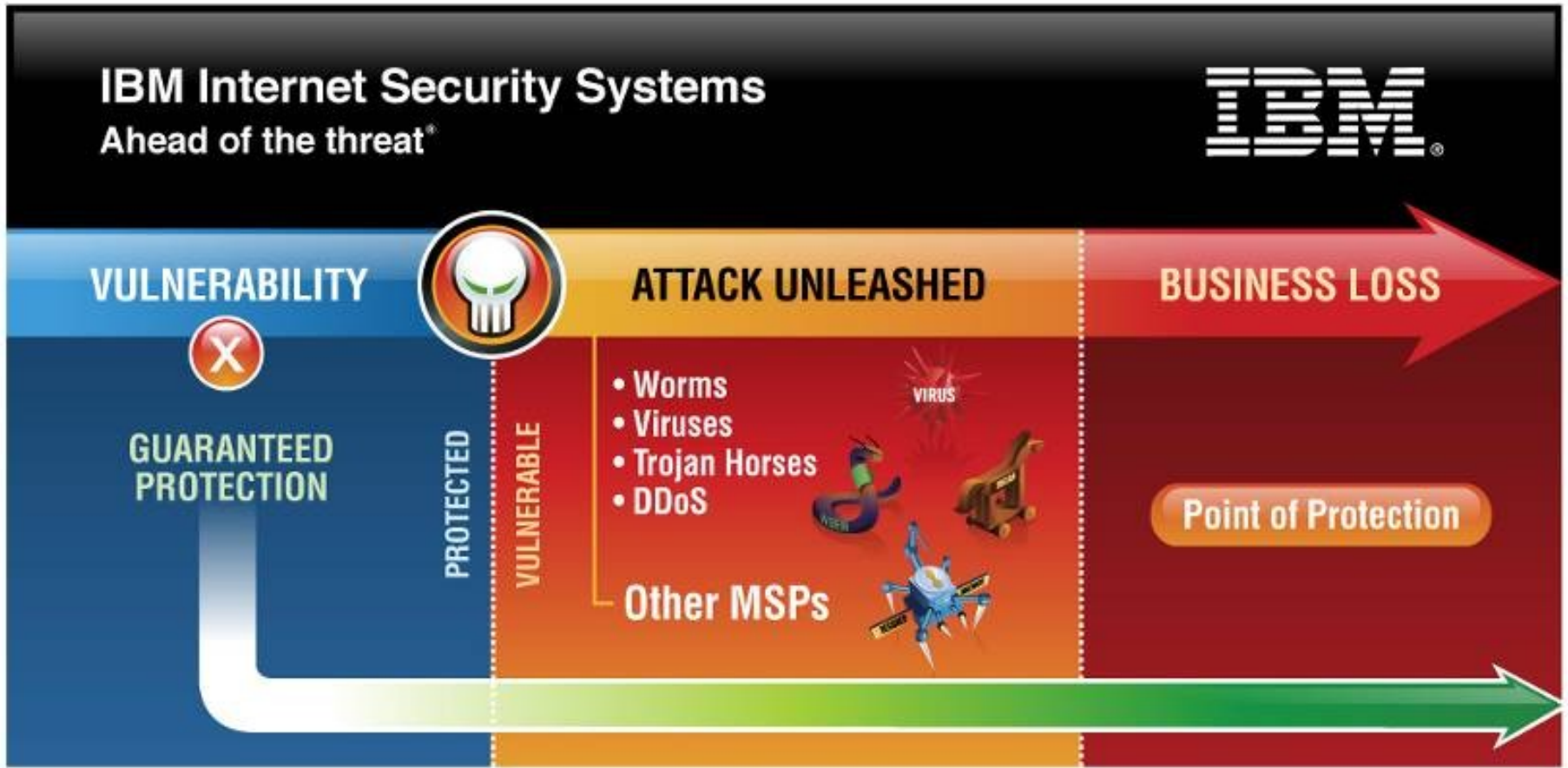
Meeting and Maintaining Regulatory Compliance Requirements

- Cornerstone for internal and regulatory controls
- Process controls to meet and maintain compliance



Managed Security Services : Manage Risk

Pre-emptive Protection - Ahead of the Threat



Managed Security Services : Manage Risks

Regulatory Compliance

1

IBM ISS provides the ability to collect, store and correlate data and logs from different devices and systems



2

IBM ISS provides customers with a consolidated security view and full reporting capabilities.



3

Customers can access secure log/event archival of all aggregated security events for up to 7 years.



4

Customer can query a report on data and logs on-line to meet compliance requirements



Managed Security Services – Improve Service



Improve Service

Reduced Complexity

- Integrated services increases quality and reduces security exposures
- Centralized management for multi-vendor environments
- Simplification of roll-out across the company and implementation of uniform procedures

High Service Quality

- Strong business Oriented Service Level Agreements
- Delivered 24x7 by specialized security teams, leveraging services
- Global, local capability and scalability for optimization of existing infrastructure



Managed Security Services : Improve Service

Service Level Agreements

Service Level Agreements	Metric
Services availability	100%
IBM MSS Portal availability	99.9%
Log/event archival	up to 7 years
Security incident prevention	100%
Security incident identification	100%
Security incident notification	15 minutes
Intrusion event countermeasure	30 minutes
Policy change request acknowledgement	2 hours
Policy change request implementation	4 hours
Emergency policy change request implementation	2 hours
Agent health alerting	15 minutes
Content updates	48 hours



Managed Security Services : Improve Service

Leveraging Services

1

If IBM ISS monitors and manages firewall and intrusion detection/prevention, servers and end points...and an attack is verified...



The diagram illustrates the first step of the service. It features a brick wall with flames on top, representing a security barrier. To the right is a computer monitor displaying the word 'ATTACK'. Further right is a blue IBM network device. At the bottom center is a circular icon containing a lightbulb with a green flame, symbolizing a detected threat or attack.

2

IBM ISS requests authorization to implement changes to firewall rules and/or IPS policies to prevent access from malicious hosts.

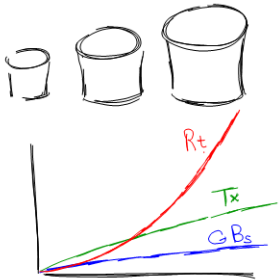


The diagram illustrates the second step of the service. It features a computer monitor displaying 'IPS RULES & POLICIES'. To the left is a computer monitor displaying a dashboard with various charts and data. To the right is a brick wall with flames on top and a lightbulb icon. Arrows indicate a flow from the dashboard to the policy monitor and then to the wall, representing the implementation of security changes.



Managed Security Services

Scalability



Security Operations Centers (SOCs)

- **Global, Integrated and Scalable Architecture**
- **Uniform Service Delivery Standards**
- **9 Global Security Operation Centers (SOC)**
- **133 monitored Countries**
- **2.500+ MSS Customers**
- **15.000+ Managed Devices Under Contract**
- **6 Billion+ Events Per Day**
- **2.000+ Tickets Process Per Day**
- **500+ Portal Touches Per Day**



Customer Reference

Client requirements

- Customer required up-to-date security technologies and services, globally deployment and managed, to protect the data in their data centers
- Customer required a global trusted partner, with a solid track record in the uniform and fast roll-out of security services.

Solution

- The existing partnership with IBM on IT management, set the foundation for the company to rely on IBM for a solution to meet their security needs.
- IBM ISS designed a security solution centered on robust and scalable services.
- IBM Managed Security Services for its third-party hardware, helping protect against threats and unauthorized access from internal and external sources.

Benefits

- Global scope with a service quality second to none, helped ensure the security hardware prevents intrusions from nearly every angle.
- A managed process helps minimize the burden on the customers staff to manually survey the entire security environment 24/7.
- Reduced risk to the business and improved regulatory compliance

**Large International
Distribution Company**

Industry:
Production & Transportation

Profile:
The core business is oil production, ship building, transportation and retail activities

Size:
+ 100.000 Employees
+ 150 countries
+ 30 BUSD

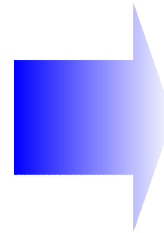


Customer Value of Managed Security Services

... addressing Cost, Risk and Compliance

Examples

- **Global distribution company** : Operational efficiency and cost reduction by centralizing security management. Increasing security by upgrading infrastructure
- **Company processing credit card transactions** : PCI compliancy by implementing security and event and log management system.
- **Public international organization** : Secure access in 50+ remote locations across the world
- **Major airline** : Protecting on-line reservation systems to ensure uptime
- **International Production company** : Protecting the several local small production site across Europe
- **Large Provider for public transportation** : Ensuring uptime and maximum protection for the IT infrastructure, together with PCI compliance



Value for our Customers

- Reduces on-going security management costs by up to **55% in the first year**
- **Significant cost avoidance** in hiring and training additional people to ensure proper network protection
- **Reduces downtime, productivity & loss of revenue** due to security breaches & data loss
- **End-to-end security** protection across all the "domains" of risk
- Assists in meeting or exceeding **regulatory compliance** requirements
- **Increases operational efficiencies** by eliminating manual audit tasks
- Proven **expertise** to manage the complexity of the security landscape

Thank You



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