

Managed Security

All organisations now face a Blended Security Threat comprising potential attacks from network intrusion, viruses, worms, phishing, spyware, denial of service (DOS) attacks and spam. Management and administration of multiple point solutions that have traditionally been used to address the individual elements of the Blended Security Threat is now widely acknowledged as an enormous challenge. To address this challenge, Unified Threat Management (UTM) solutions have emerged as the only reliable means of protection against the multiplicity of threats now targeting corporate networks.

Metronet's Managed Security services that encompass systems administration and support, VPN configuration, policy management, hardware maintenance and support are delivered either 'On Net' or 'Onsite'.

Full Service 'On Net'

For organisations that seek to hand off day-to-day responsibility for Managed Security, this service is hosted 'on net' at Metronet's Data Centre and managed from Metronet's 24x7 Network Control Centre.

An ancillary benefit to this service is that the Data Centre is directly attached to Metronet's 10Gbps resilient fibre lay off to the Internet with the advantage that customers' last mile access circuits are not burdened with traffic blocked by the security process. Consequently, as well as safeguarding IT resources, the potential for malicious attacks to impact end user network performance is mitigated.

Full Service 'On Net' customers also benefit from the economies of scale presented by a shared resource. As a result, SMEs of any size can now benefit from 'blue chip' industrial strength security that would otherwise only be available to the largest organisations.

Co-Managed 'Onsite'

For IT and Network Managers that wish to retain control over security, this service comprises an onsite firewall with dual management responsibility. Working in partnership with Metronet Consultants, customers retain management control whilst taking advantage of Metronet's 24x7 service management that provides cover for:

- Out of hours support
- Holidays and sick leave
- Day-to-day distractions
- Specific systems expertise

In the unlikely event of hardware failure, Metronet guarantees next working day replacement; however, with its engineers based in the North West and having spares in-house, Metronet goes further with a best efforts promise to replace systems inside four hours.

A Comprehensive Package

Both Metronet Managed Security services comprise common elements that combine to provide a total solution.

Consulting

With in excess of 200 corporate customers and more than 500 network connections, Metronet Consultants have vast experience of network management and maintenance. The same Consultants that manage Metronet's Telco infrastructure provide direct support and consultancy for Metronet's Managed Security Solutions.

Pre and post sales support determines customer requirements both at the time of installation and as requirements evolve; with customers encouraged to develop working relationships with Metronet Consultants.

Ongoing support is available 24x7 with consultants available at any time day or night to assist with problems as they arise.

Real-time Protection – 24x7

As well as guaranteeing service availability in line with its 99.95% Service Level Agreement, Metronet also ensures real-time updates to guard against the changing Blended Security Threat.

Secure Roaming VPN Access

As well as configuring secure site-to-site communications, Metronet's Managed Security service also supports secure SSL VPN to accommodate the needs of roaming users that require web access via any machine, anytime, anywhere.

Optional Management Reporting Add-on

- Periodic reporting service enhancement:
 - HTTP (Web URL history)
 - Virus Activity
 - Denial of Service Attacks
 - Web Bandwidth Utilisation Statistics (top talkers)
 - IP and Protocol Utilisation Statistics (top talkers)

Industry Leading Hardware

Metronet has selected Fortinet as its strategic hardware partner. With countless awards and more than 20,000 customers, Fortinet is the world's leading supplier of UTM security systems.

