



SERVICE DESK STARTER PACKAGE



Service Desk provides a remote team for our customers to assist with daily review, maintenance and management of their security assets.

Our desk is staffed by a pool of security engineers with variable skill sets, abilities, and experience. We size our customer virtual teams by mapping daily expected demand and anticipated work load to the skills required. Team members can vary throughout the relationship depending on what specific activities are in play.

Because Service Desk is not Staff Augmentation, customers aren't limited to an individual with specific skills, but instead, get a pool of talent which can be adjusted as needs change.

The daily desk team is augmented by Atlantic Data Security's most senior subject matter experts who are brought to bear for extremely challenging or technical issues.

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For stand alone or single HA deployments Includes:
(2 firewalls in HA and 1 external management device)

Overlay

As our customer's technical liaison, Atlantic provides the ability to run issues by our engineering team. This could range from architecture discussions to hashing out a new problem. We will work with you to try to get to resolution by either tapping our own internal experiences or working with you and the manufacturer.

Includes unlimited calls to Service Desk for technical advice and assistance.

Life Cycle

Our Life Cycle Management services provide a predictable and scalable migration path for the assets under our care. This can include taking care of minor and major software updates as well as handling end of life equipment refresh/replace. Also includes all relevant critical vulnerability patches.

Includes (1) Major Upgrade per year & up to (3) Minor Upgrades or Hot Fixes. All devices must be R80 or later before enrolling into service.

System Tuning

Threats and issues evolve over time and without proper maintenance and observation, systems can become less and less effective. Atlantic can periodically tune systems to ensure the most effective security coverage for your network.

Includes (4) System Tunings, one each calendar quarter.

Policy Tuning

Security policies evolve over time, signatures become dated, enforcement becomes irrelevant. Atlantic will periodically perform policy tuning to ensure fresh and relevant configurations.

Includes (2) Policy Tunings per year. Complex policies or object definitions may require a small enrollment fee to pre-examine/accept devices into service.