Managed Firewall Service Description

What's Included

VectorUSA offers 2 levels of service:

1. Basic: This service provides basic management of the firewall without the security operations center monitoring or reporting.
2. Advanced: This service provides management, monitoring and reporting utilizing the full unified threat management capabilities of the appliance. This service is delivered by the security operations center.

Either service can be delivered to physical or virtual firewalls running on premise or cloud infrastructure.

	Basic	Advanced
Initial Firewall Configuration by Certified Engineer • Firewall NAT and firewall policy setup • Includes Site to Site VPN setup Includes • SSL VPN Setup ○ Includes local user setup or LDAP	Included	Included
Operational Change Support (limited to 4 changes per month) • Next Business Day SLO for change requests	Included	Included
Configuration Backup	Included	Included
7 Days of active log retention on the appliance	Included	Included
Firmware Upgrades • VectorUSA's Security Operations Team identifies the most secure and stable version to be deployed. This may not always align with the most recent firmware from Fortinet.	Included	Included
Next Business Day Replacement for physical firewalls	Included	Included
UTM Feature configuration and optimization (see FortiGate UTM feature list)		Included
UTM security updates & optimization		Included
Performance & utilization monitoring		Included
Analysis of suspicious activity/traffic with notification		Included
Monthly activity report		Included
Compliance & regulatory reporting		Included
Support for HA deployment		Included
90 Day active log retention		Included
1 year log archive		Included

Managed Secure SDWAN Service Description

What's Included

- Setup and optimization of SDWAN on the FortiGate
- SDWAN utilization to be included in reports.

Managed Secure Switch Service Description

What's Included

- Initial Switch Configuration
- Configuration backup
- Maintain firmware consistent with production-ready firmware releases as determined by VectorUSA SOC
- Ongoing network monitoring
- Optional support for BYOD with approved FortiSwitch models
    - FortiSwitch models approved on a case-by-case basis.
    - BYOD must be a model under active support from Fortinet
- Option to include FortiSwitch on a rental basis
- NBD Hardware replacement when hardware rented through VectorUSA

Managed Secure Wireless Service Description

What's Included

- Initial Wireless Configuration that meets VectorUSA's security best practices
- NBD Hardware replacement
- Configuration backup
- Maintain firmware consistent with production-ready firmware releases as determined by VectorUSA SOC
- Ongoing network monitoring
- Optional support for BYOD with approved FortiAP models
    - FortiAP models approved on a case-by-case basis.
    - BYOD must be a model under active support from Fortinet
- Option to include FortiAP on a rental basis

Managed EDR Service Description

What's Included

- Deployment of necessary agents to each endpoint
- Analysis of logs with notification of suspicious activity or identified threats
- Customizable security policies
- Customizable playbook with desired automated response
- Ongoing playbook and policy optimization based on threat data and business requirements
- Monthly threat findings review
- 6-month log retention

Managed SIEM Service Description

What's Included

- Deployment of necessary agents and/or collectors
- Analysis of logs with notification of suspicious activity or identified threats
- Monthly report
- Compliance & regulatory reporting
- 90 Day active log retention
- 1 year log archive

Managed Email Security Service Description

What's Included

	Basic	Advanced
Antispam	Included	Included
Antivirus/Antimalware	Included	Included
Blacklist/Whitelist	Included	Included
User Quarantine Emails	Included	Included
Content Filtering	Included	Included
Monthly Reporting		Included
Identity Based Encryption (IBE)		Included
Data Loss Prevention (DLP)		Included
Impersonation Analysis		Included

Continuous Risk Scanning Service Description

What's Included

- Scanning Agent (Windows only)
- Virtual Scanning appliance for agentless scanning
- External cloud scanner for scanning of external assets
- Access to the platform portal to view risk scores, reports and more.