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DATA SHEET

Trustwave Security Technology Management

> ▶ **A TRUSTED PARTNER TO MANAGE YOUR SECURITY SOLUTIONS**

Benefits

- Leverage proven experts with experience managing technologies at thousands of customer sites around the world

- Protect your existing investments or have Trustwave manage new deployments

- Rest easy knowing your security technologies are monitored 24x7

Your security technologies must be continuously monitored, tuned and updated to maintain their health and availability. Trustwave Security Technology Management takes on this burden for you with experts that can support both Trustwave and leading third-party products in existing environments and new deployments.

Trustwave Security Technology Management is a comprehensive set of services. Our professionals either install new or configure existing technologies, monitor health and availability, perform change management activities, and perform product and service updates so your systems have the latest security patches.

In addition to Security Technology Management, Trustwave provides a wide range of Managed Security Services (MSS) to help organizations to monitor for, detect, and respond to threats. These Managed Threat Detection and Response services help organizations of all sizes improve their security posture and maturity.

Trustwave partners with leading security technology vendors to manage the protection and security enforcement of their critical environments and assets. We provide security services for the following types of technologies:

- Cloud Access Security Broker (CASB)
- Distributed Denial of Service (DDoS)
- Intrusion Detection and Prevention System (IDPS)
- Next-Gen Firewall (NGFW)
- Software Defined Wide Area Network (SD-WAN)
- Web Application Firewalls (WAF)

Why Choose Security Technology Management from Trustwave?

Security technologies help protect your business. You need to take the time to protect them. This monitoring and management can be labor intensive though and it takes time and expertise to be done effectively. Offload this day-to-day management to Trustwave to:

- Immediately augment your existing team – Trustwave provides needed expertise from knowledgeable analysts so that your team can focus on strategic projects for your business.

- Gain peace of mind – Trustwave operates Security Operations Centers (SOCs) worldwide. Rest assured knowing analysts in these SOCs will monitor your technologies 24x7.

- Protect your current investments – Trustwave will manage a new installation or your existing deployment.

How it Works

The Trustwave Security Technology Management service consists of four key elements.

1. **Transition.** Trustwave experts will install new security technologies and ensure the proper configuration of existing tools. This step includes ensuring that all supported capabilities can be managed by the Trustwave SOC.

2. **Health & Availability Monitoring.** Through both automated means and manually by analysts in worldwide Security Operations Centers (SOCs), Trustwave monitors security technologies 24x7 for health and availability and helps restore normal service operations as quickly as possible with minimum disruption. Our analysts will alert you via trouble ticket and phone, so you can quickly take corrective action.

3. **Change Management.** Perform change management activities, such as configuration or policy changes when requested. Policies will be set between you and Trustwave in advance as to what changes Trustwave can make on your behalf and within agreed-to timeframes.

4. **Product & Service Updates.** As your security technology vendors share product and security updates, Trustwave will apply them to ensure you have the latest security patches.

The Trustwave Fusion portal, available to you 24x7, serves as a central repository for you to make and track requests to Trustwave and records updates and changes made by Trustwave analysts, so you always have visibility into your managed environment.

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