

Security Operations Services

Enhance information security, improve security performance and lower TCO

Description of solution

S&T managed security services offer customers real-time security management, monitoring, and alerting. With these services customers enhance their information security, improve security service performance and transfer responsibility for security and availability to S&T (guaranteed service level agreements designed to ensure business continuity). With customizable service options customer can lower TCO and reallocate resources and people to other business objectives.

Challenges

Every company needs to guarantee information security in an environment where computer attack patterns shift and threats to networks change and grow almost daily.

- Staff skills need to be continually updated and enhanced leading to high education cost.
- Security logs must be continuously and pro-actively monitored.
- Security incidents demand pre-planned and coordinated responses.
- Proposed security policy changes must be analyzed and carried out without delay.

S&T has the solution

With a team of highly qualified and certified professionals S&T provides comprehensive assistance in the design, establishment, maintenance, and administration of a full set of security services; from point email and web security solutions through to complete integrated gateway security solutions. Services can be hosted at S&T or monitored and managed remotely.

With regional coverage, established service desk, and highly reliable infrastructure, S&T can support, monitor, and manage security services on a 24x7 basis in the local language within the entire CEE region.



The S&T solution in detail

S&T outsourcing activities in the field of Security Operations Services are:

- Network (re)design necessary for performing service transition to S&T
- Initial installation
- Service or management transition to S&T
- Regular system administration (backups, upgrades, updates, maintenance)
- Regular service administration (Adds, changes and removes, business as usual tasks)
- Preparation and maintenance of documentation (settings, instructions, procedures, diagrams ...)
- Urgent remedial work.
- 24 x 7 availability services.
- Performance analysis and tuning.
- Regular monitoring and reporting.
- Alerting and blocking as required (security incidents)
- Optional management of licensing and subscription fees
- Optional spare parts and replacement stock at S&T

Email and Web security services can be either hosted on S&T equipment or owned by the customer and installed at the customer site. In either case the services are managed by S&T. Integrated gateway solutions tend to be owned by the customers, physically reside at the customer site and are managed by S&T.

Experience

As a leading company in the region, S&T has a long tradition, wide experience, and has obtained the highest available partner status from leading manufacturers of security solutions. With its highly experienced and certified professionals and information security (ISO 27001) certified processes S&T operates and maintains numerous complex system environments. S&T additionally covers all other infrastructure areas that interact with the security systems: databases, backup, data storage, networking, operating systems, monitoring solutions, and applications, providing complete solutions for your IT infrastructure requirements.

Business benefits

- Constant access to IT security expertise
- Transfer of the responsibility to S&T
- 24/7 availability and proactive administration
- Guaranteed service level and quality
- Higher level of security and standards compliance
- Ability to focus on business and not on security
- No need to be concerned with future upgrades and strategy
- Predictable cost and cost efficiency
- Single point of contact in local language

CUSTOMER TESTIMONIAL

“In **Mercator** we rely on experts from S&T Slovenia for the administration and supervision of Firewall and networking equipment on the network perimeter in the six countries within which our company operates. S&T takes care of business as usual tasks such as management and changes to configurations as well as actively monitoring the complete operation of the system ensuring minimal downtime and the quickest possible return to operation in case of unexpected incidents causing downtime.

We are very satisfied to have found in S&T Slovenia a reliable and skilled IT partner, able to provide deep technical knowledge and a complete service package.”



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