



Managed
Security Services
Managed Firewall

Securing your corporate data assets

Managed Security Services for 250 customers worldwide

The O₂ Unify Managed Firewall is designed to enhance existing security investments and enable you to delegate the management of operational security to a team of certified experts. It's an ideal solution for companies looking to reduce complexity in the management of their network defences, and to free up the resources needed to support a wider strategy for cyber security.

Managed Firewall also gives you confidence that your boundaries remain strong despite constant change to the infrastructure. From adding more connectivity to deploying a managed WAN, we can offer you peace of mind that the corporate firewall is in safe hands and performing to expectations. And as part of the Telefónica group, we're also able to draw on a vast body of knowledge from across our business, as well as the experience gained from managing the security infrastructure for over 250 customers worldwide.





A persistent threat

Security may be a constantly shifting series of emerging threats and counter measures, but one constant remains – no organisation can confidently claim to be 100% secure. Instead, the best news a CISO can report to the board is that every conceivable angle has been covered to mitigate risk.

The reason for this is simple: the threat landscape has fundamentally changed in the last decade, and continues to evolve at unprecedented speed. At the same time, the level of exposure has dramatically increased with new work styles, consumerisation, and virtual environments. As businesses move closer to real-time operations – and data, voice, and video communications are extended to a broader set of users – network vulnerabilities will grow exponentially.

As a result, organisations are challenged to both ensure the defences are in place to offer effective cover against known threats; and to maintain advance warning of potential threats previously unknown in order to diagnose and rectify any vulnerabilities. This places the emphasis on skill sets and resources, and finding the most cost-effective way of securing your network.

Outsourcing confidence

Managed Firewall is delivered in the UK through the O₂ Unify Managed Services Portfolio. The service is aimed at providing you with everything you need to implement an effective network firewall, from consultancy to 24x7 monitoring. In addition, we can offer cyber security support as required from Telefónica's global Security Operations Centres (SOCs).

With the service in place, we can help you find the right solution to fit your unique environment through our partnerships with Cisco and Check Point. In addition, we'll install the hardware on your site and set up remote management from our global SOC network. Once this is done, you'll receive 24x7 remote administration, monitoring and reporting – alongside change and incident management.

Combined, the solution offers you industry-leading capabilities for protecting your network boundaries. With Managed Firewall in place, your organisation will be able to prevent unauthorised traffic (malicious or otherwise) from accessing your corporate network.



A good
time to get
in touch

When you're making changes to your network infrastructure

IT departments have historically spent huge sums on protecting their network. The result can be highly complicated environments where multiple products are deployed to solve point-to-point vulnerabilities. The challenge here is that such technologies are expensive to manage and maintain – and come with internal skills and upgrade requirements alongside end-of-life constraints. As threats evolve, the pressure is on to consolidate these capabilities as well as introduce new functionality.

When you're looking to buy a managed WAN

Best practice dictates that every managed WAN solution should include a managed firewall by default. By deploying the Managed Firewall from O₂, a robust security solution is immediately up and running to provide you with powerful network protection.

When you have onsite firewalls or are looking to purchase new firewall hardware

Any firewall that is well documented and understood is a candidate for outsourcing. At the same time, there may also be an existing Cisco or Checkpoint firewall that you're also looking to outsource to a trusted source. In both cases, the act of delegating management will lead to a significant reduction in administration costs.

When you have a managed firewall service and want to reduce complexity

If you're struggling with the complexities associated with an existing managed firewall operation, or have become dissatisfied with the incumbent provider, the contract 'end-of-life' is an excellent opportunity to engage with our Managed Firewall service.

When you want to free up resources to work on other cyber security projects

Developing a wider cyber defence strategy is becoming increasingly difficult to manage and implement. By utilising our dedicated resources you can rest assured that network boundaries are afforded the best possible protection, and redirect your focus to addressing other potential vulnerabilities.



Key features

Global coverage 24x7

You'll be supported by a global organisation, and by extension our global SOC network, that is trusted to protect the data assets of some of the world's biggest brands.

An experienced partner

Managed Firewall in the UK is delivered by O₂ Unify, which has a proven track record of delivering managed ICT services aligned to ITIL best practice.

Cutting edge

On a global level, Gartner recognised Telefónica's group capabilities as comparable to all other market-leading organisations.

Fully certified

The experts behind Managed Firewall adhere to all the relevant security and quality standards and practices, so you can be sure that the management of your infrastructure is in good hands. For example, the accreditation of staff working in our SOC's include: ISO 20000, ISO 27001, BS25999, ITIL, CISA, CISM, CISSP, GSNA, GPEN or GWAPT of GIAC-SANS and CEH.

Product overview

The O₂ Unify Managed Firewall combines the extensive capabilities provided via our partnership with Checkpoint and Cisco, with the skills and expertise available through our global SOC network. What this means is that we can take firewall equipment from either of these market-leading vendors and configure it to meet your prescribed security policies and network design. Brought together, the service offers you peace of mind that the risk of unauthorised access to or from your network has been effectively mitigated.

Professional Services

To complement the provision and procurement of firewall equipment, we also offer you:

Programme management

Which we'll offer you when Managed Firewall is delivered as part of a wider ICT solution

Project management

To ensure the overall delivery of the managed firewall follows the PRINCE 2 methodology

Project coordination

To help schedule activities for equipment delivery, pre-staging and build, engineering resources and delivery

Technical design authority

With a senior consultant responsible for the low level design and associated documentation

Engineering and deployment

We provide skilled engineers to physically implement and commission your solution

Service overview

Managed Firewall offers a full end-to-end service, from determining your specific requirements, through set-up to on-going operational management. This incorporates the capabilities and infrastructure provided by O₂ Unify, along with global support from Telefónica, to deliver an extensive service that covers:

- Management of your existing equipment
- Provisioning and installation of new O₂ Unify managed equipment
- O₂ Unify's Network Operations Centre (NOC) and Telefónica's global SOC network to deliver remote monitoring and fault management
- Service desk that provides 1st and 2nd tier support, with 3rd party escalation and fault resolution through your own self-service portal
- Service delivery management and service reporting



Our service structure

The Managed Firewall service is supported by the O₂ Unify Service Desk, which provides you with a single point of contact for addressing incidents and service requests. The Unify Service Desk, working alongside the global SOC network, can then invoke field engineering support services, escalate incidents through to 2nd and 3rd tier technical support, and perform further investigation as required to resolve incidents.

A single
point of
contact

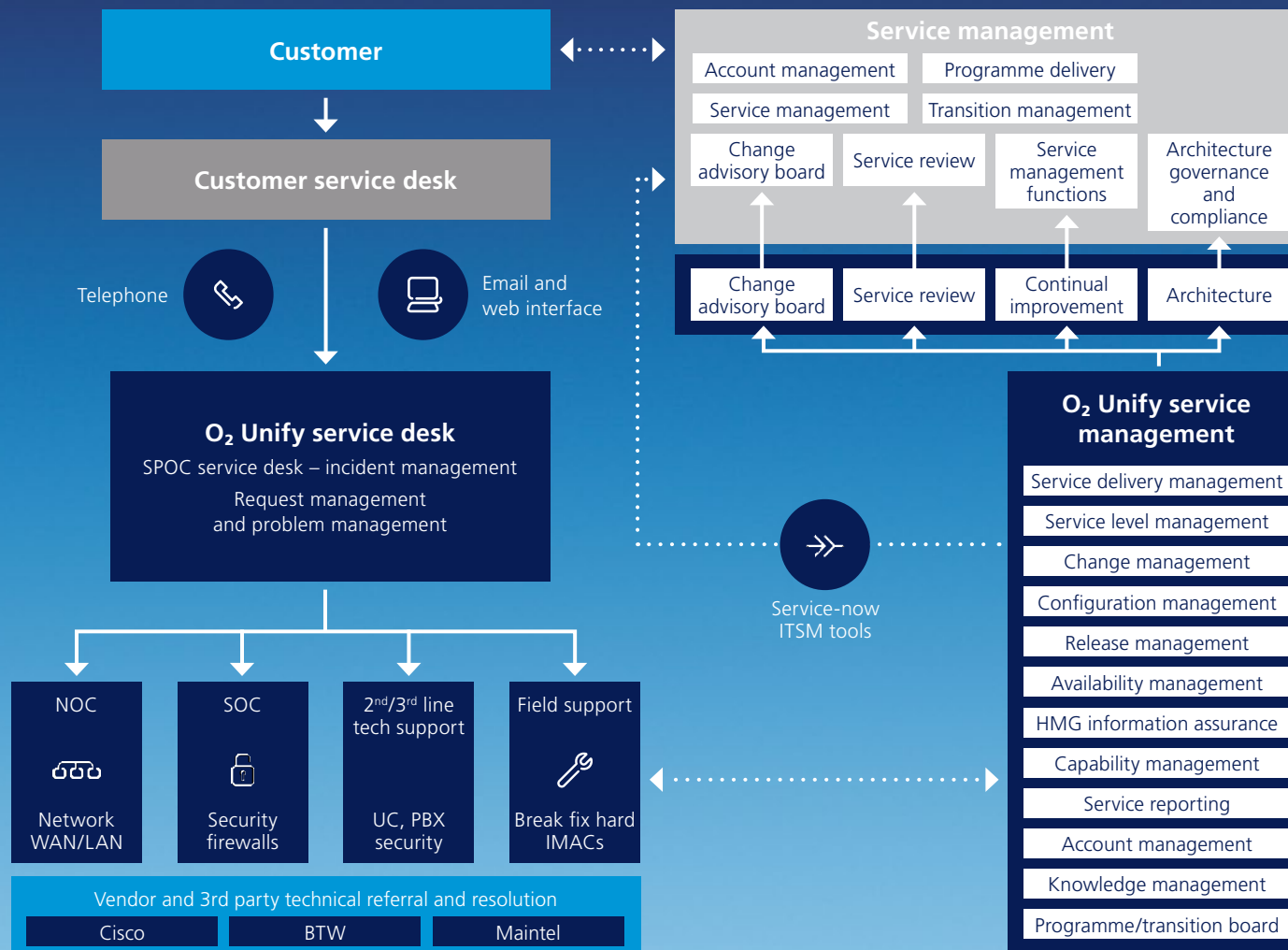
Around-the-clock protection

The O₂ Managed Firewall service builds on the capabilities available from Telefónica, and a global SOC network (with centres in Brazil, Peru, Spain and the USA), from which we operate the central management systems. Customer firewalls are managed using a combination of the Opsview platform and the vendor tools Checkpoint Provider-1 and Cisco ADSM – depending on your environment.

Proven capabilities

In addition, the SOC provides proactive monitoring and event management 24x7 to help you rapidly identify faults and problems, and take remedial action at the earliest possible opportunity. The SOC also maintains access to the Managed Firewall, and can perform a range of remote diagnostic tasks when required.

Our service model



Our service packages

Depending upon your requirements and situation we can offer service packages that provide a range of management options within the Managed Firewall solution, in order to ensure we fully complement your existing security capabilities. These include:

O₂ Unify Fix

Our reactive break/fix service for managing your existing investments. Here, we provide a variety of service components, and support them via our service desk and support organisation.

O₂ Unify Managed

This is our fully managed option, and includes the monitoring of the solution to proactively resolve incidents. Within this service we can report on a number of 'health' parameters including CPU utilisation, memory usage, number of lost/denied packets, cluster status and inventory reports.

Preventative Maintenance

With this package you'll get reports on topics ranging from system information (uptime, availability, last backup etc.) to performance (CPU and memory usage, number of active sessions).

Service levels

The O₂ Managed Firewall service includes a range of key performance indicators to help shape our commitment:

- For managing your equipment, we'll confirm the time it will take to respond to and fix any component failures
- For incident management, we'll commit to both a response time and update frequency
- For incident escalation, we'll ensure the appropriate process is in place and managed with tight controls

In summary...

Managed Firewall Services offer you the opportunity to both enhance your existing in-house security resources, and to free them up from the day-to-day management of identifying threats and counter measures. The service is built on the capabilities of Telefónica's global security network, and is supported by fully certified experts operating from a SOC network that monitors and responds to emerging threats 24x7.

Managed Firewall, a key offering within the Unify portfolio, provides the capabilities to effectively and confidently secure your network perimeter. This is a service available through a range of delivery models that can be customised to meet your specific requirements. In addition, you can take advantage of a range of delivery packages that tie directly into our service commitments to give you peace of mind that your security is in the best possible hands.



Why O₂ for security?

To find out more, call us on **01235 433 507** or contact your Account Manager

Global strength

With our services and solutions, O₂ can engage customers across the end-to-end security landscape. As part of the Telefónica Group, we can also do this on a truly international scale. This means we can draw on a vast body of knowledge from across our business, as well as the experiences gained from managing the security infrastructure for over 250 customers from our global SOC network.

Non-stop innovation

Our security technology products need to constantly evolve at the same pace as emerging threats. This is why we acquired Eleven Paths, a stand-alone business within Telefónica dedicated to creating advanced security technologies. We're also constantly monitoring the market and the challenges faced by our customers, and through our Product Scouting Group identify new technologies and ideas to invest in.

A trusted brand

O₂ has a mobile network that supports communications for 23 million UK customers. We're also a trusted provider of critical national infrastructure projects that demand we know a thing or two about securing major networks. As part of Telefónica, we become a global brand with retail operations that face similar security threats to many of our customers. Getting security right is therefore a business critical endeavour.