



Secure Access Service Edge (SASE) Managed Service



Simplicity and scalability of your hybrid cloud

Secure access service edge (SASE) is a network architecture that combines VPN and SD-WAN capabilities with cloud-native security functions, such as secure web gateways, cloud access security brokers, firewalls, and zero-trust network access.

With the digital transformation of businesses, security is moving to the cloud. This is driving a need for converged services to reduce complexity, improve speed and agility, enable multicloud networking and secure the new SD-WAN-enabled architecture.

What are the benefits of SASE?

The SASE model consolidates numerous networking and security functions--traditionally delivered in siloed point solutions--in a single, integrated cloud service. By consolidating with SASE, enterprises benefit from:

- Identity-based Zero Trust network access. SASE leans heavily on a Zero Trust security model, which does not grant a user access to applications and data until their identity has been verified — even if they are already inside the perimeter of a private network
- Improving security via unified policies: SASE provides a full security stack, protecting all resources with a unified security policy. It provides full visibility into WAN and Internet traffic with no blind spots.
- Simplifying the network stack: SASE provides a simpler network and security stack by consolidating multiple point solutions. It reduces upfront costs and eliminates the need for in-house management
- Simplified policy management. Instead of juggling multiple policies for separate solutions, SASE allows organizations to set, adjust, and enforce access policies across all locations, users, devices, and applications from a single portal.
- Latency-optimized routing. SASE helps cut down on latency by routing network traffic across a global edge network in which traffic is processed as close to the user as possible.

WhiteSpider provides a range of services to manage SASE

WhiteSpider's managed services enable you to rapidly access the benefits promised by SASE, whilst taking out the risk and cost. Our experts will design, configure and manage your fabric with your capabilities and objectives in mind, ensuring you can meet business outcomes and prepare your infrastructure for the future.

Real time and proactive management and monitoring

Building on the capabilities provided by SASE solutions, our monitoring and management gives visibility into the entire infrastructure, from the physical underlay to the application overlay.. Custom developed for managing SD solutions, it provides real-time information and historical network and application behaviour data, enabling customers to manage capacity, troubleshoot and undertake network planning.

Agile Support: Support When You Need, Where You Need It

Our flexible service tiers ensure customers access the support model that best suit their business needs and are adapted to changing requirements. This support is a quick response to any fault, anywhere on your network.

Bespoke Software Development

WhiteSpider has software development team who, working with our IT teams, develop bespoke applications and new customer features. Our teams work design and develop integrations and custom code that automate and optimise technology solutions. The team also develops new features that enable faster, automated IT service delivery.

Access to Industry Expertise

This service gives direct access to staff with specialist skills. With WhiteSpider your team, through our TDA Helpdesk, has direct access to our specialist consultants, who have both the training and real-life expertise across a wide range of industry sectors.

Toolsets for a Software Defined Generation

WhiteSpider has developed a full toolset to operate and manage software defined and hyperconverged infrastructure more effectively.

Arecibo: Monitoring and Management designed for SD infrastructure, this is WhiteSpider's bespoke platform that provides deeper visibility of data traversing the infrastructure.

Realtime event visualisation: Our log and event analytics provides real-time access to the underlying data in your infrastructure. Capturing all state changes and inputs, combined with granular, intuitive search capabilities it provides multiple vectors to enhancing operational performance and increasing security posture.

Device configuration management.

WhiteSpider developed an analytical, automated backup and recovery service. Through scheduled or user initiated scans, it automatically captures changes to configurations which can then be compared to stored configurations and ensure rapid restoration to devices as required.

Device database: WhiteSpider's CMDB provides the database and capabilities to manage all supported devices. It is the engine for usage, reporting and billing and provides insights into End of Life and security posture through integration with vendor APIs. It allows for Automated Device Management.

Service Offering

Our service tiers are designed to give our customers the flexibility in how the services are delivered. We provide a range of service tiers to suit any customer and business requirement.

Service	Standard	Premium	Premium+
WhiteSpider Service Desk	✓	✓	✓
Service Portal	✓	✓	✓
Underlay and Overlay Monitoring	✓	✓	✓
Proactive Capacity & Performance	✓	✓	✓
Event and Log Management	✗	✗	✓
Incident Management	✓	✓	✓
Change Management (token based)	✗	✓	✓
Software Management	✗	✗	✓
Service Management	✗	✓	✓
Configuration Management	✗	✓	✓
TDA Consultancy	✗	✗	✓
Lifecycle Management	✓	✓	✓
Admin Changes	✗	✓	✓
Vulnerability Management	✗	✗	✓
Application flow and Visibility	✗	✓	✓
Device Optimisation	✗	✓	✓
Policy Optimisation	✗	✗	✓

Remote Monitoring

Underpinning the managed services offering is WhiteSpider’s unique monitoring platform that focuses on the user experience of network applications. Any deterioration in user performance provides an indication of potential issues with an application or device.

Consultancy Support

For SDX it’s common for businesses to require specialist advice and guidance, not just around deployment, but throughout the life of the technology. As part of our managed service, WhiteSpider consultants are available to contact on an ad hoc basis.

Service Management

Our management provides you with an ITIL certified manager that will give you all the data you need to make informed decisions about your service contract. The service manager will work with you to ensure that you experience tangible value from your investment.

Performance Reporting

The Arecibo monitoring platform provides customers with information around the historical and ongoing performance of the monitored infrastructure. This allows you to analyse network and applications performance and helps us in anticipating potential issues.

Change Management

When you need to make changes to your SASE infrastructure or upgrade some of the components our Change team provide the processes and support to ensure change processes are followed, and the change is correctly documented and implemented.

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