

cyberlab

Managed
Security Support





CyberLab Managed Security Support is a pay-monthly proactive support service which offers everything included in Standard Security Support as well as proactive monitoring, response & maintenance, upgrades, configuration back-ups and restores, quarterly advisory sessions and advice from our consultants

Staying Protected

Cyber security has become a board level concern in recent years. The rapid growth of home, remote and hybrid working means protecting data is becoming harder than ever before.

Even if you buy the right technology and solutions, you need to configure them correctly and update them regularly to minimise risk and improve return on investment.

However, over half of UK businesses lack basic security skills*, according to a recent government report.

Organisations have a choice: manage the whole security piece themselves or outsource some or all network security management to a MSSP (Managed Security Service Provider).



50%

of UK businesses lack basic cybersecurity skills*

*Source: <https://www.gov.uk/government/publications/cyber-security-skills-in-the-uk-labour-market-2023>

Managed Security Support Features



Access Support from Specialists

The Security Support services provide customers with direct access to the CyberLab Managed Services team for the purposes of addressing problems on a break-fix basis and providing a direct line to a security specialist.

Our Managed Services department is manned by a team of IT support professionals who are specialists in the products you use – meaning customers benefit from our own experience in security product support without having to recruit.



Connect or Login Directly

Any cloud products or supported equipment that is included in the scope of Security Support contracts will be directly managed by our Managed Services team.

This reduces the complexity and difficulties sometimes associated with remote support since the required level access is already available should you need to call upon our services.



Utilise CyberLab Platinum Vendor Partnerships

CyberLab collaborates closely with our security vendors.

All customers of our Security Support services benefit from these relationships, not only to ensure speedy resolution of escalated issues but also to ensure the correct product advice is delivered appropriately.



Quarterly Advisory Sessions

A quarterly hour-long advisory session with a security specialist is included. During these sessions the security specialist can advise on activities that have taken place in the preceding quarter, discuss and projects or activities that are planned by the customer for the coming quarter, offer general security advice, provide recommendations on how other areas of the customer systems could be reconfigured to improve security (e.g., harden them against attack or to adopt industry best-practices).



Elective Changes

Up to 5 elective changes (customer-authorised and validated changes to configuration of supported products) per month are included under Managed Security Support. Examples of elective changes would be changes to firewall rules or web policies.

This service does not include scoped changes, i.e., customer-requested changes that require technical scoping prior to implementation to identify dependencies, impact on business etc.



Automated & Self-Service Reporting

Automated reports (where supported by the product) will be sent out by our Managed Service team providing health and product summaries. If supported by the cloud consoles for the products user access will be granted for the purposes of self-service reporting, business etc.



Pro-active Monitoring

Under Managed Security Support and, where possible, email alerting and SNMP traps via SolarWind will be configured to proactively alert the CyberLab Managed Services team of security issues or concerns within the supported products.



Upgrades & Patching

The Managed Security Support service includes the installation of point upgrades to the supported solutions (provided upgrade entitlement exists under the customers current licensing). Point upgrades are defined as upgrades to a new iteration of a major version, e.g., 1.1 > 1.3. Major version upgrades, e.g., 1.3 > 2.0, are not included.



Restore of System

Managed Security Support includes the facility to remotely restore configuration backups (provided they exist) should that be necessary and in doing so restore configured policies, settings, etc to the state they were in at the last good backup.



Pro-Active Hardening Advice Of Supported Estate

During the quarterly advice sessions one of the areas that our team will cover is advice on how to make better use of the products and solutions you have in place currently and in doing so, increase the return on investment.



Configuration Backups

Under Managed Security Support the configuration of supported products will be backed up to suitable attached media. These backups do not contain any customer data and are intended purely for recovery of configuration should the need arise. Backup of endpoints and servers do not apply.



24/7 Support Available

Managed Security Support has an optional extra that can be purchased allowing for 24/7 support for P1 and P2 security support requests. A 24/7 handbook is also provided to ensure that the correct contact details for both CyberLab and the customers are maintained and to document the escalation process for raising out of hours incidents.

Benefits of Choosing CyberLab

Expert Support When You Need it

Cyber Security incidents can be confusing, complicated, and stressful. Having an experienced specialist at the end of the phone who can understand the urgency of the situation and provide useful guidance on best practice and direction is invaluable.

Assistance With Vendor Cases

Many customers are left with vendor support that only functions via email. Frequently, this means that support cases take much longer to progress and resolve. You can leverage our top-level partner relationships with the security vendors to move these cases to resolution quicker by escalating support cases where necessary.

Advice You Can Trust

Making routine changes to complex cyber security product configurations can be daunting. CyberLab Standard Security Support provides a trusted advisor who can listen to the requirements and help guide the decision process on how reconfigurations should and need to be applied.

Ease of Contact

Unlike most vendor support offerings CyberLab Standard Security Support provides the option to contact the support team via phone or email. We understand that being able to speak to an actual human who understands your situation is more appealing and less frustrating than working solely via email.



Supported Products & Services

SOPHOS

- Endpoint & Server
- Other Sophos Central Products (Excludes ZTNA)
- Sophos XG, XGS & UTM Firewalls

Forcepoint

- Data Loss Prevention
- Web Security
- Email Security

Microsoft

- Business Premium Security Features
- E3 Security Features
- E5 Security Features

LOGPOINT

- Security Information and Event Management
- Security Orchestration, Automation & Response

Our People. Our Platform. Protects You.

CyberLab is a specialist cyber security company that provides a wide range of security solutions and services.

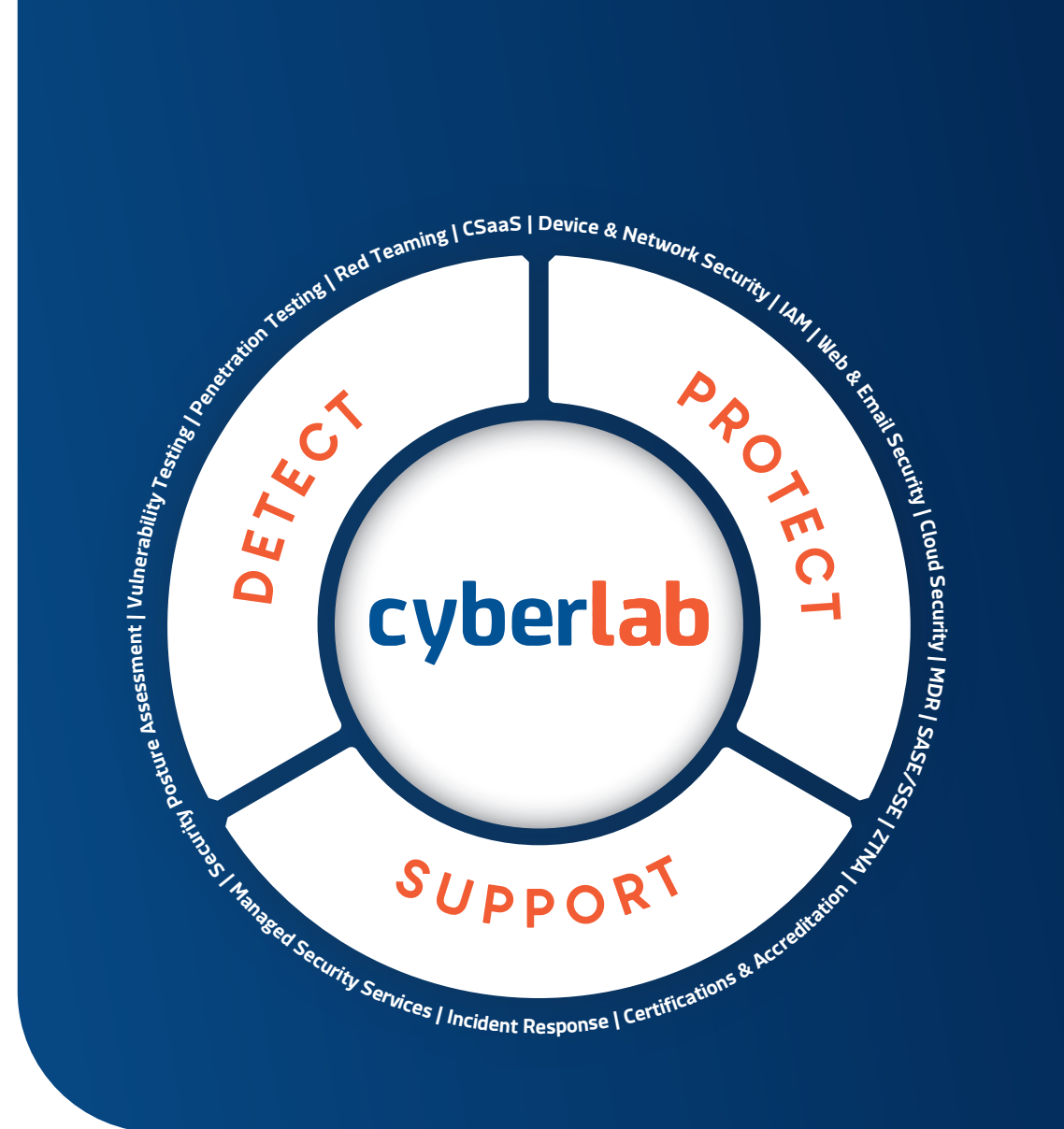
Your one-stop cyber security advisor, the CyberLab team is equipped with the right technology, knowledge, and expertise to help businesses of all sizes, including large public sector organisations.

By leveraging world-class technology, decades of experience, and our vendor partnerships, we have helped to secure thousands of organisations across the UK.

Our unique Detect, Protect, Support approach makes us the perfect partner to review and reinforce your cyber security defences.

Speak With an Expert

hello@cyberlab.co.uk | 0333 050 8120 | cyberlab.co.uk





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