

Firewall Managed Service

Keeping your internet boundaries safe and secure from outside attackers is imperative for your organisation to stay safe in today's world. That means taking care of your firewall, the first point of contact between your internal networks and the internet.

As the entry point to your internal networks, firewalls are the first line of defence and have an exceptionally important role to play ensuring traffic entering, transiting, and exiting the network is as safe and secure as possible. Our Firewall Managed Service provides the skills and expertise needed to keep your firewall environment running smoothly and securely.

The Service

With our experience in deployment, management, troubleshooting and maintenance of firewall technologies accumulated over the last 20 years, our SLA-backed service protects and manages your most accessible threat surface and allows you to focus on business outcomes.

Drawing on their extensive knowledge base, our firewall engineers can help control costs, increase security, and reduce risk by protecting and managing your perimeter security.



Stage 1

Management Workshop

The Firewall Management Workshop enables our experts to meet the right people in your organisation, review your exact requirements and propose a firewall management solution that is right for you.

The workshop reviews:

- Current firewall technologies deployed in your environment.
- Processes and procedures surrounding firewall issue/ticket management.
- The complexity of the firewalls and their operating environment.
- How each managed service option impacts the workload of IT teams.

The workshop delivers:

- A full and detailed proposal outlining recommendations for the appropriate solution for management of your firewall infrastructure.
- An overview of the functional benefits.
- Full costings for the implementation of the service.
- An overview of how it will help with compliance/audit standards.
- A recommendation on how IT teams/support desks can interact with the MTI Managed Services Team.

If it proceeds to an order, the cost of the workshop will be discounted from the service.

Stage 2

Implementation

An Implementation Plan tailored to a cloud SaaS hosted service will be scoped to meet your needs prior to order.

A typical implementation plan consists of:

- Installation/configuration of prerequisites.
- Configuration of remote access to central management service.
- Management account integration.
- Firewall Health Check.

The centralised management platform will be located in cloud services and all firewalls in all territories/sites/networks will be connected to it for management.

All firewall tasks will be centrally executed, controlled, and reported. Our firewall specialists will provide assistance with planning and expansion of firewall project integration with your systems. This will follow best security practice and adhere to required cyber security frameworks or guidance to plan and deliver a secure, compliant firewall infrastructure.

Stage 3

Analyse and Manage

The Analyse Service provides oversight and continual service improvement. Alerts are analysed by our experienced managed service team, who can recommend a specific course of action to address outstanding issues towards a resolution. The service includes reporting services that detail event and incident metrics and ongoing service delivery management, including monthly reporting and quarterly service reviews.

The Manage Service includes Analyse, Incident, Problem and Change management and Service Request execution. The service relieves your IT team of the burden of managing the firewall infrastructure on a day to day, month to month basis. Any interaction with the firewall vendor is managed by us. You can relax in the knowledge your systems are being fully managed and maintained by experts.

Deliverables

The Firewall Managed Service provides:

- Monthly utilisation and incident reports.
- Quarterly Service Delivery Management meetings.
- Quarterly IT Service Management (ITSM) reports.
- Quarterly Technical Report Summary.

Outcome & Benefits

The Firewall Managed Service will deliver the following outcomes:

- Centralised management platform to execute, control and report on all firewall tasks.
- Better use of your resources by freeing up IT staff to focus on more valuable tasks.
- A secure, compliant firewall infrastructure. Better cost control, increased security, and reduced risks.
- Peace of mind with systems fully managed and maintained by our experts.

Why MTI?

For over 20 years, MTI has been a trusted partner in helping organisations enhance their security. Since 1997, we have established ourselves as experts in the firewall market, delivering tailored solutions to meet the unique needs of diverse industries and complex IT environments.

Our expertise covers the entire lifecycle of firewall management, including design, installation, configuration, support, and maintenance. By working with a wide range of firewall vendors, we ensure our customers receive the best-fit solutions to secure their networks.

At MTI, we combine technical expertise with hands-on experience to keep your organisation protected in an ever-evolving threat landscape.

