

Managed Data Security Monitoring

The service provides a comprehensive data security posture for organisations of all sizes. It allows organisations a holistic view of structured and unstructured data across all environments using Thales Data Security Posture Platform.

For peace of mind data security and support to meet regulatory compliance.



Features and Benefits

- Single point of accountability for Thales Data Security Monitoring platform
- Expert-led incident response and root-cause analysis
- Predictable costs with managed service model
- Actionable insights delivered as clear reports and recommendations
- Continuous optimisation aligned to business requirements
- Enhances SLA assurance with accurate performance metrics
- A cost-effective solution achieving a rapid ROI
- Scalable service that grows with business demand
- Remediation advice from experienced technical engineers
- Proactive performance management prevents service disruption

Services

- Managed service support for businesses of all sizes
- Proactive monitoring of Thales DSF Data security Platform
- Investigation and mitigation of identified system issues.
- First line support for Break/Fix issues
- Early detection of network anomalies and service degradation
- Total Incident management through vendor's portal until the issue is resolved.
- Plan and implement system upgrades to deployed infrastructure as required
- Perform new server deployment Implementation and integration (e.g. new DRA, Gateways (GX's) Management (MX's), etc)
- Perform Add's Moves and changes to the system inline with customers Change process
- Perform system tuning for performance monitoring
- Standard support hours 09h00 – 17h00 (Monday – Friday)
- Enhanced support hours available at additional cost
- Flexible service tailored to the needs and priorities of your organisation.



Contact

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