

Managed Security Monitoring - Netscout OCI

Security analysts ensure the Netscout cyber intelligence is available for proactive threat detection, network analytics and service visibility. Analysts ensure security KPIs are available within the OCI system to provide MTTR and MTTD, incident severity and policy compliance.



Features and Benefits

- Actionable intelligence interpreted by security specialists
- Security Risk management
- Improved overall security of your digital assets
- Single point of accountability for network assurance monitoring
- 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

Services

- Managed support for businesses of all sizes
- Proactive monitoring of deployed Netscout infrastructure.
- Investigation and mitigation of identified system issues.
- Early detection of network anomalies and service degradation that impact the NetScout solution
- Total Incident management through vendor's portal until the issue is resolved.
- Plan and implement system upgrades to deployed infrastructure as required
- Preform new component deployment Implementation and integration (e.g. new probes etc.
- Perform system tuning for performance monitoring (e.g. deciphering rates)
- 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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