

ITogether Service Definition Document – Cloud Managed Security Service

Detailed Description

ITogether's Cloud Managed Security Service offers comprehensive, cloud-based cybersecurity solutions designed to protect businesses from evolving digital threats. This service integrates advanced security technologies and expert management to safeguard critical data and systems across various cloud environments.

Business Benefits

1. **Advanced Threat Intelligence:** Leverages cutting-edge threat intelligence for proactive security.
2. **Endpoint Protection:** Secures endpoints from malware and other cyber threats.
3. **Intrusion Detection Systems (IDS):** Monitors network traffic for suspicious activities.
4. **Firewall Management:** Configures and maintains firewalls to defend against unauthorized access.
5. **Vulnerability Scanning:** Regular scans to detect and address vulnerabilities.
6. **Data Encryption:** Encrypts data at rest and in transit for maximum security.
7. **Access Control:** Ensures only authorized users can access sensitive information.
8. **Security Reporting and Analytics:** Provides detailed reports for insight into security status and incidents.
9. **Compliance Management:** Manages and monitors compliance with industry standards.

Standard Service Components

1. **Comprehensive Security Coverage:** Holistic protection across all digital assets and cloud environments.
2. **Proactive Threat Management:** Advanced threat intelligence to predict and mitigate risks before they escalate.
3. **Enhanced Compliance:** Ensures adherence to international and industry-specific security standards.
4. **Reduced Operational Risk:** Minimizes the likelihood of security breaches and data loss.
5. **Cost Efficiency:** Reduces the need for in-house security resources and lowers operational costs.
6. **24/7 Monitoring and Support:** Continuous surveillance and immediate support mitigate potential threats swiftly.
7. **Scalability:** Security services that grow with your business, adapting to new demands without interruption.



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8. **Expert Management:** Access to cybersecurity experts who manage and update security measures.
9. **Improved Incident Response:** Faster and more effective response to security incidents, reducing potential damage.
10. **Employee Awareness and Training:** Enhances security culture through regular training and updates on latest security practices.

Optional Service Components

To be discussed during scoping exercise.

Service Exclusions

Anything not specifically included in either the above or when the project is formally scoped.

Standard Support Services

8x5 support, Monday to Friday 9am to 5pm – enhanced support also available

Assumptions

Any and all information will be provided by the customer to enable the full onboarding of the product without hinderance

Contact

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