

Introducing boxxe's Managed Firewall service

In a world of accelerating digital transformation, firewall estates are more complex, threats evolve daily, and compliance expectations never sleep. boxxe's Managed Firewall Service simplifies that complexity by delivering control, resilience and peace of mind through proactive, ITIL-aligned management of your Cisco firewall environment, available 24x7x365.

At its core, the service combines round-the-clock monitoring, governed change, vendor escalation and lifecycle insight – so your teams can focus on strategic priorities rather than managing complex firewall configurations.

What the Service Provides

At a glance, boxxe's Managed Firewall service provides you:

Capability	What you get	Customer Benefit
24x7x365 monitoring & incident handling	Proactive event monitoring with prompt investigation by our UK-based NOC	Faster response, stronger security posture
Patching & vulnerability response	Quarterly patching reviews; accelerated updates for critical vulnerabilities/CVEs	Reduced exposure to emerging threats
Governed change management	ITIL-aligned change controls, with an assigned SDM	Predictable, auditable change with clear accountability
Vendor TAC & hardware maintenance (where subscribed)	boxxe manages vendor cases and invokes hardware maintenance	End-to-end issue resolution, less coordination overhead
Dashboards & visibility	Dashboards plus boxxe Labs Network Intelligence insights	Clear visibility for planning and governance
Regular reporting & reviews	Monthly service reports and quarterly reviews with an assigned SDM.	Transparency, progress tracking and continual improvement

SCOPE HIGHLIGHTS:

- Proactive event monitoring integrated into our ITSM for prompt investigation.
- Quarterly firmware/patch reviews; expedited updates for critical issues.
- Standard MACs delivered with governed change.
- Assigned Service Delivery Manager (SDM) maintains a Service Operations Manual and chairs quarterly reviews.

Who the Service Is For

- Public sector organisations operating Cisco firewall estates needing assured, 24/7 operational coverage.
- Security and network teams facing resource constraints, compliance pressure or visibility gaps.
- Buyers seeking a predictable, subscription-based operating model for firewall management.

Why boxxe

boxxe combines a UK-based Network Operations Centre, certified firewall specialists and disciplined, ITIL-aligned processes to deliver an outcome-based service. With an assigned Service Delivery Manager, governed change, and direct vendor escalation, you gain a partner who manages the details and the risk, so you don't have to.

Customer Problems Solved

- Skills gap & capacity limits – access certified firewall specialists without the cost and delay of hiring in-house.
- Operational complexity – consolidate monitoring, change, patching and vendor escalation into one accountable service.
- Unpredictable costs – adopt a predictable monthly cost that reduces unexpected expenses.
- 24/7 cover – our UK-based NOC delivers round-the-clock monitoring and incident response.

Customer Benefits & Outcomes

- Improved security posture via continuous monitoring, rapid investigation and timely updates for critical vulnerabilities.
- Audit-ready change with SDM-owned, ITIL-aligned governance and clear reporting.
- Clarity & confidence through dashboard visibility, lifecycle insights from boxxe Labs, monthly reports and quarterly service reviews.
- Reduced operational load as boxxe manages vendor engagements and (where subscribed) hardware maintenance end-to-end.

Approach & Methodology

1. Onboarding & governance

Your SDM leads onboarding, captures the environment in a Service Operations Manual, and establishes operating cadence (reviews, reporting, continual improvement). Change is governed and auditable, from standard MACs to scheduled patch cycles.

2. Operate & improve

We run disciplined, ITIL-aligned event management, with monitoring flowing into our ITSM for prompt triage and investigation. We schedule quarterly firmware/patch reviews, accelerating updates for critical CVEs as needed. Monthly reports and quarterly reviews provide transparency and drive continuous improvement. Where subscribed, we manage vendor cases and coordinate hardware maintenance.

3. Visibility & planning

Read-only dashboards plus boxxe Labs Network Intelligence provide lifecycle and health insights for forward planning and risk reduction.

Pricing Model

Subscription model: Predictable monthly recurring charge aligned to service scope and subscribed options. Minimum term 12 months.

Please see Pricing Document for more information.

Why Customers Choose This Service

Customers choose boxxe's Managed Firewall service because they want a reliable, outcome-based service that reduces risk without adding internal overhead. With a UK-based NOC, governed change, and SDM accountability, we provide the responsiveness and assurance public sector teams need to operate with assured compliance around the clock.

Customers also value the way we combine visibility with action: visibility of dashboards, monthly reporting and quarterly service reviews, plus lifecycle insight from boxxe Labs – all working together to expose risks early and keep the firewall estate healthy. When critical vulnerabilities emerge, we accelerate updates to close exposure rapidly.

Finally, our approach simplifies vendor complexity. We manage vendor cases and, where subscribed, hardware maintenance to drive end-to-end resolution – freeing your team to focus on strategy rather than routine operation and engagement with vendors.