



ATLANTIC
DATA SECURITY

Support Aware™ Service Desk

Our three core tiers of Support Aware offerings provide comprehensive services to match organizations of all sizes. Service level customization is available for clients to tailor our services to their unique needs

	MANAGED SECURITY SERVICE DESK		
Service	Elite	Premium	Professional
Service Level Agreements	✓	✓	✓
Onboarding & Documentation	✓	✓	✓
Overlay Liaison	✓	✓	✓
Life Cycle Management	✓	✓	✓
Policy Analysis & Tuning	✓	✓	✓
System Tuning	✓	✓	✓
24/7/365 Health Monitoring & Alerting	✓	✓	
System Co-Management	✓		
Security Policy Administration & Co-Management	✓		
Priority Service Request Handling			
24/7/365 Priority System Incident Handling			



OFFERING DETAILS

• **Overlay Manufacturer Support Liaison**

- As the Client's technical liaison, Atlantic provides the ability to run issues by our engineering team. This could range from architecture discussions to hashing out a new problem. We will consult with you to try to get to resolution by either tapping our own internal experiences or working with you and the manufacturer.

**Includes unlimited calls to Service Desk for Cyber Security technical advice and consultation.*

***Client must maintain active manufacturer support contracts.*

• **Life Cycle System Software Support**

- Our software Life Cycle Management services provide a predictable and scalable migration path for the assets under our care. Consisting of quarterly Vulnerability Management Analysis, Remediation and Reporting.

**Includes all critical vulnerability Patches, Upgrades and Hot fixes. Plus (1) Major Upgrade per year & up to (3) Minor Upgrades or Hot Fixes.*

All devices must be on OS version n-1 or later before enrolling into service.

• **Security Policy Reporting, Analysis and Remediation**

- Security policies evolve over time, signatures become dated, enforcement becomes irrelevant. Atlantic will periodically perform policy tuning to ensure fresh and relevant configurations. Consisting of Analysis, Remediation and Reporting.

**Includes (1) Policy Tuning per year*

• **System Health Check and Tuning**

- Threats and issues evolve over time and without proper maintenance and observation, systems can become less and less effective. Atlantic can periodically tune systems to ensure the most effective security coverage for your network.

**Includes (4) System Tunings, one each calendar quarter.*

• **24/7/365 Firewall System Health Monitoring and Alerting and BC/DR Backup**

- Real-time systems health monitoring and alerting of key firewall gateway functions
 - Device availability, Up/Down and Failover
 - Key hardware issues. ex. CPU, RAM, HDD utilization, etc.
 - Software licensing and security certifications
- Firewall configuration backed up by ADS' secure Azure datacenter
 - Business continuity and disaster recovery BC/DR

**Atlantic requires the secure deployment of a Monitoring and Alerts agent in, or securely connected to, the environment*

• **Co-Managed System Administration driven by Client, Atlantic and System Driven Incident, Service and Change Requests**

- Co-Managed is defined as Atlantic and the Client maintaining system access and administrative rights.
- Systems Administration
- Configuration Administration
- Senior Cyber Security Engineering Consultation and Builds
- 4 Business hours Response for all tickets

• **Co-Managed Security Policy Administration driven by Client, Atlantic and System Driven Incident, Service and Change Requests**

- Co-Managed is defined as Atlantic and the Client maintaining system access and administrative rights.
- Policy Administration
- Senior Cyber Security Engineering Consultation and Builds
- Priority Service Request Management
- 2 Business hours Response for P2/Urgent Requests

• **24/7/365 Priority Incident Management**

- 1 Hour Response for P1/Critical Incidents
- Clients who have 24x7 Priority Systems Incident Management as part of their service will have access to ADS support 24 hours a day, 7 days a week, 365 days a year. Standard Service Level Agreements will still be in place for all services that have 24x7 Priority Incident Management.

**Ref approved Agreement for further details: Section 3. Service Levels*