



ATLANTIC
DATA SECURITY

Service Desk Starter Pack

The Atlantic Data Security Service Desk Starter Pack offers customized managed security services to enhance cybersecurity for smaller businesses.

Our service desk is manned by a team of security engineers with a range of skills, abilities, and experience, ensuring thorough coverage in **monitoring, maintaining, and managing** your security assets daily.

Our team of **senior subject matter experts** augments the daily Service Desk team to tackle complex issues as needed.

Unlike traditional Staff Augmentation solutions, where customers are limited to an individual skill set, our customers have access to a dynamic talent pool tailored to their immediate requirements.



- **Expert Managed Services**
- **Rapid Scaling**
- **Dynamic**
- **Built for small organizations**
- **Robust, Comprehensive Cybersecurity**
- **Seamless Integration**
- **Cost-Efficient Support**

COMPREHENSIVE CYBERSECURITY SERVICES

The standard Starter Pack deployment includes coverage of 2 firewalls in a High Availability Environment and 1 External Management Devices.



STARTER PACK SERVICES

Overlay

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 Technical advice and assistance.

System 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.

Life Cycle

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 1 Major Upgrade per year and up to 3 Minor Upgrades or Hot Fixes. All devices must be R80 or later before enrolling into services.

Policy Tuning

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 2 Policy Tunings per year. Complex policies or object definitions may require a small enrollment fee to pre-examine/accept devices into service.