



Making a Difference to the Networks Worldwide

**REMOTE SECURITY MANAGEMENT FOR A LEADING
MANAGED SECURITY SERVICE PROVIDER**

Background:

Customer is a leading integrated communications company in the APAC region and has extensive telecommunications network throughout APAC region. Customer provides a complete portfolio of services including:

- ◆ Telecommunications and Technology services
- ◆ Carrier services
- ◆ Management of an entire Information & Communication Technology Infrastructure.
- ◆ Managed services in the areas of Network, Security, Server and Desktop.

Customer required a backend service partner to deliver the managed security services transparent to its clients.

Solutions:

InKnowTech delivered Managed Security Services remotely on a Private Labeled Service model. In this model customer has the complete ownership and front ends the services delivered to its clients and InKnowTech provides complete suite of services from the backend. Services are delivered on a 24 * 7 dual shore delivery methodology from its state of the art iSMC (Intelligent Service Monitoring Center) located in Bangalore, INDIA.

As a part of service deliverables, InKnowTech provides **Technical Support** ranging from

- ◆ **Technical Support Representative – L1**
- ◆ **Subject Matter Experts – L2 , L3**

Technical Service Representative (L1) & Subject Matter Experts (L2 & L3) in coordination with Engineers located in Customer's NOC, deliver services that are transparent to the end client. These services cover support for Monitoring and Management of PIX, CheckPoint and NetScreen based firewalls.

Listed below are some of the service deliverables:

- Proactive Real Time Monitoring and alert Notification on 24 * 7 basis
- Firewall Management - Configuration and Change Management
- Maintenance – Break / Fix on firewall application, Patch updates, hot fixes & service pack upgrades, Signature updates
- Ticket handling
- Portal Development for reports
- Customized report generation
- Report generated based on SLA (Basic, Standard & premium) covering events, Network throughputs from all the firewall interfaces, Log statistics, Access rules etc
- Data storage and retrieve – Backup and Restore

Benefits that the customer enjoys are:

Process Driven Approach

- ◆ An SLA driven approach to the services offered.
- ◆ A proprietary Help Desk and Customer Fault Management Tool will track the problem till resolution and provide the diagnostic reports.
- ◆ Customer Relationship Management process enables a timely review and reporting
- ◆ Well documented and established escalation process
- ◆ Documented process & methodologies, aligned towards ITIL standards

Proactive and Reactive Approach

- ◆ Proactive 24 * 7 monitoring and management services delivered from the state Industry standard tools
- ◆ Proactive monitoring provides real time alerts to the onsite team for Reactive support
- ◆ Multi tier support levels ranging from Technical support representatives to Subject Matter Experts
- ◆ Customized reporting and documentation. Online web based reporting.
- ◆ Customized Knowledge management through customer centric competency center



- ◆ Complete responsibility for Fault Management, Change Management, Config Management
- ◆ Single Point Of Contacts for customers increases the efficiency and enhances the delivery.

Our Consult, Design, Deploy & Manage approach continues throughout the life of the contract as we identify ways of increasing the value for our customer.

Technology Challenges:

The major challenge in delivering these services was efficient utilization of the customer infrastructure hosted at customer NOC. InKnowTech deployed an IPSec based VPN to the customer network to access customer infrastructure, which hosted the following

- ◆ Network Monitoring & Management tools connected to clients Firewalls
- ◆ Log Servers
- ◆ Portal Server hosting the report database

Using RDP protocol over an IPSec & with suitable access levels InKnowTech’s Technical service representative & subject matter experts accessed the customer resources. With this, the firewalls connected to customer’s network were monitored & managed remotely through iSMC located in Bangalore, India, without compromising on customer confidential data. InKnowTech met the stringent SLA challenges ranging from 10 minute for an alert notification to less than 2 hours for data restoration.

Service Highlights:

Customer centric competency center: InKnowTech created a customer focused competency center within its iSMC in Bangalore. The competency center adopts all the tools, processes and best practices of the customer to deliver services that is transparent to its end clients.

Cost and Quality advantages: With InKnowTech delivering service from its Bangalore based iSMC is considerably more cost effective than having a full size onsite team. InKnowTech iSMC provides scalability, Multi tier support ranging from Technical Support (L1) to Subject Matter Experts (L1&L2).

The cost advantages is derived from

- ◆ India Based delivery
- ◆ Continuous process improvements
- ◆ Demand aggregation and scalability

The continuous improvements combined with quality driven practices based on ITIL, geographic and infrastructural advantage, focus on metrics, technology, and training enables us to deliver cost effective services with quality ensuring customer delight.

