

MANAGED SECURITY SERVICE

Professional 7x24 operation!

To guarantee the best possible availability and security of your network and security solutions, they must be constantly monitored, supported and updated. This is possible even for companies which do not have their own experts or an expensive infrastructure thanks to our Managed Infrastructure Service, which also allows you to keep costs under control. Thanks to a modular SLA model, this Managed Service can be adapted flexibly to your specific needs.



WHAT WE OFFER

- Proactive monitoring of your systems and early intervention
- Reliable operation undertaken by proven experts
- Controllable and budgetable costs
- Services are organised according to the ITIL processes

Security around the clock – tailored, efficient and cost conscious.

Managed Security Services by InfoGuard – Security around the clock.

In order to guarantee the best possible security for your network and security infrastructures, they need to be permanently monitored, maintained and updated. Thanks to our Managed Services, this is now also possible for companies with limited IT resources or budget restraints.

InfoGuard AG offer professional support for the smooth operation of your network and security infrastructure, even with a SIEM-as-a-Service solution. Thanks to the modular SLA model, our Managed Security Service can be adapted flexibly to your specific needs.

Our managed services are organised consistently according to the ITIL processes and are broken down into:

Incident Management

A team of experienced network and security specialists monitors your infrastructure around the clock and intervenes if the key performance indicators (KPI) are exceeded.

Problem Management

After eliminating the problem as quickly as possible, an analysis is undertaken to find the root cause of the failure. The findings are integrated in the KPIs and modifications made in production via the change management process. Your infrastructure is thus continuously optimised.

Availability Management

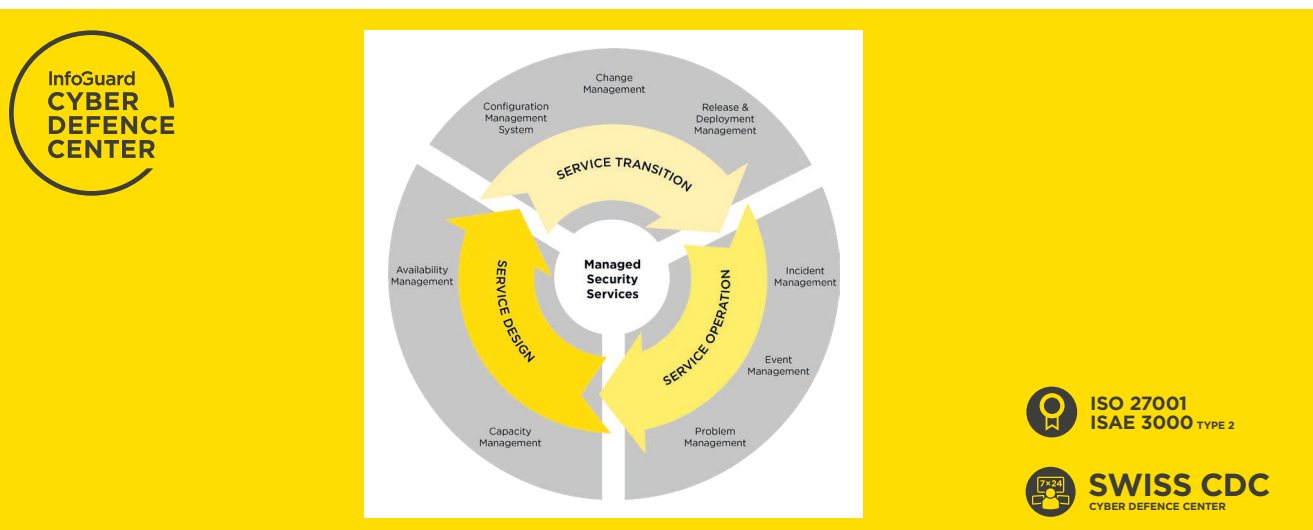
Release and vulnerability management is used to determine when it is sensible to update your infrastructure to a new release stat.

Capacity Management

The infrastructure is examined using defined KPIs in terms of capacity requirements. Trend analyses are undertaken to get a idea how future operations might appear and make plans for any capacity upgrades.

Change Management

Changes to the infrastructure or security parameters are implemented as a result of dedicated reviews using the “two pairs of eyes” principle. The standardised change process always incorporates a fallback scenario.



InfoGuard AG
Lindenstrasse 10
6340 Baar / Switzerland
Phone +41 41 749 19 00

Office Bern
Stauffacherstrasse 141
3014 Bern / Switzerland
Phone +41 31 556 19 00

[INFOGUARD.CH](https://www.infoguard.ch)