

Managed Security Services

Keep your enterprise secure and continuous with pre-emptive protection

Managed Security Services

Giving businesses and governments control of their business operations in the face of security threats, access to security expertise and intelligence while reducing total cost of ownership.

It takes more than the latest network security hardware and software to protect your businesses critical information. 24x7x365 management and monitoring, technical expertise and state-of-the-art facilities are key elements of a strong, dependable security programme that keeps your information safe against today's increasingly complex network security threats.

BT Frontline's managed security services are designed to help you achieve reliable information security and grow your business without the need for hefty capital investment in security infrastructure, solutions and support. Ours is a pre-emptive approach that leverages strong security R&D and technology to offer unsurpassed accuracy and protection against unknown, zero day and modified attacks.

Our dedicated team of experts will work closely with you to identify and strengthen the vulnerable areas of your security infrastructure, as well as provide continuous monitoring, management and support for your security needs.

BT Frontline. We keep your enterprise secure and growing.



Managed and Monitored Firewall Service

Firewalls are the gatekeepers to your business-critical information that require continuous monitoring, management and maintenance.

BT Frontline offers a Managed and Monitored Firewall Service to help you maintain solid perimeter security. We provide you with round-the-clock management of your firewalls that includes expert configuration, monitoring and maintenance to protect your enterprise as your business needs change and as security threats evolve in complexity. This also enables you to focus on your business needs and increase operational efficiency.

As part of the service, we provide remote log monitoring of firewalls and alerts on firewall system outage, available patches and upgrades, as well as potential security incidents that include denial of service attacks, port scans, ping of death, unusual drop packets and suspicious access gained. The alerts can be in the form of emails, SNMP traps or phone calls.

Customers are also updated through monthly reporting on firewall statistical and log reports.

Managed Network Protection Service

With the increase of more sophisticated and organised attack methodologies, ensuring information integrity for your business growth requires pre-emptive protection rather than the mere detection of cyber threats and attacks.

BT Frontline's Managed Network Protection Service, powered by Internet Security Systems' security system technology, provides you with strong accuracy, early-warning threats and analysis. Our intrusion protection system (IPS) also automatically blocks malicious attacks while preserving network bandwidth and availability and more.

Unlike most other intrusion protection or detection services that rely on simple pattern matching or basic anomaly detection techniques, our IPS is built on strong security R&D to offer unsurpassed accuracy and protection against unknown, zero day and modified attacks that include Trojans, distributed denial-of-service, backdoors, hybrid threats and future propagating worms.

	Traditional "Watch-the-Log" MSS	BT Frontline MSS
Reporting and Analysis	<ul style="list-style-type: none"> Canned reports and limited portals Limited customisation 	<ul style="list-style-type: none"> Richer reporting features More efficient delivery
Policy Management	<ul style="list-style-type: none"> No services 	<ul style="list-style-type: none"> Richer event flows Focus on usage and enforcement
Vulnerability Management	<ul style="list-style-type: none"> Focus on asset vulnerability scanning 	<ul style="list-style-type: none"> Full vulnerability management lifecycle Full implementation of threat level priorities
Incident Response	<ul style="list-style-type: none"> Generate incident tickets Remote troubleshooting 	<ul style="list-style-type: none"> Multiple response and alert mechanism Onsite troubleshooting
Event Monitoring	<ul style="list-style-type: none"> Logs collection and analysis Limited correlation capability 	<ul style="list-style-type: none"> Fully analysed event flow Complex correlation capability
Device Maintenance	<ul style="list-style-type: none"> Patch levels, signatures, rules 	<ul style="list-style-type: none"> Track device characteristics Advisory-to-remediation
Device Monitoring	<ul style="list-style-type: none"> Requires separate tools (at additional costs) 	<ul style="list-style-type: none"> Ability to monitor vital signs and operational status
Device Operation	<ul style="list-style-type: none"> Depending on SLA 	<ul style="list-style-type: none"> Full support from certified/trained personnel
Device Implementation	<ul style="list-style-type: none"> Not core business function 	<ul style="list-style-type: none"> Backed by a full Professional Service team

BT Frontline's Managed Security Services

Managed Protection Services for Servers

A robust infrastructure is key to keeping your business up and running. BT Frontline provides you with the necessary expertise, tools and 24x7x365 support to protect your servers without having to significantly grow your security infrastructure.

We support a wide range of operating systems that include Microsoft Windows Server 2003, Microsoft Windows 2000, Microsoft Windows NT 4.0, Redhat Linux, Sun Solaris, Hewlett Packard HP-UX and IBM AIX.

All traffic to and from the server or network is monitored to detect and prevent both in-bound and out-bound attacks as well as to block new and unknown attacks such as Trojans, brute force attacks, unauthorized access and network worms.

To minimise or eliminate unnecessary downtime, we also provide web application protection such as Secure Sockets Layer (SSL) encrypted application layer intrusion monitoring and analysis, and response capability for both Apache and IIS web servers.

Vulnerability Management

BT Frontline's Vulnerability Management service provides for the regular and automatic scanning of an organisation's Internet perimeter devices for hundreds of known security vulnerabilities. Each scan results in several comprehensive reports that will identify potential weaknesses, assess relative network risk, and outline steps needed to manage uncovered vulnerabilities.

This service improves your security posture quickly with routine, in-depth scans and automatic virtual patching of vulnerabilities, giving you pre-emptive protection from Internet threats.

You can also tap into our threat analysis subscription that features comprehensive evaluation of global online threat conditions and detailed analyses tailored to fit your needs.

In addition, we provide risk management reports that offer remediation advice and trend analyses to support policy enforcement and threat prioritisation.

Managed Logs Correlation Services

For more comprehensive threat analysis and troubleshooting, we monitor and consolidate various sources of security information and events from IPS, routers, switches, servers, firewall devices and vulnerability status into one single database.

The security data can be gathered without any disruption or changes to your existing infrastructure, devices or protocols.

The gathered data will be used to monitor, correlate, investigate and perform problem resolution on the monitored security architecture. Reports on the health and status of the security function monitored will be generated.



MSS Customer Portal

On-Site Incident Management

With IT being an inherent part of many businesses, the need to react quickly and effectively to any incident that adversely affects its operations, infrastructure or services is paramount.

BT Frontline's On-site Incident Management service provides you with timely resolution of incidents to minimise their impact on your business. Equipped with numerous years of experience across a broad spectrum of information security management practices, our security experts are on standby 24 x 7 x 365 with a preparedness to deliver swift emergency response to attacks in progress.

In addition, we provide you with in-depth information on the incidents that impact your organisation, so that you can identify the required support resources and plan for their provision.

More than resolving incidents, we can also work together with you to ensure that your organisation is prepared in the event of an attack. This includes developing, testing and finetuning your incident response plans and procedures based on industry best practices and your company's business requirements.

Monthly Summary Reports and Review Meeting

BT Frontline provides you with monthly and on-demand reports to keep you updated on the various security monitoring and management activities performed. These also include your threat profile, system health as well as recommendations for finetuning security measures to ensure information integrity of the highest level. Monthly review meetings are also held.

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About BT Frontline Pte Ltd

BT Frontline, a wholly owned subsidiary of British Telecommunications plc, is a regional leading provider of end to end IT services. BT Frontline offers IT consulting, IT infrastructure, IT security solutions, enterprise application solutions, system integration as well as outsourcing to help companies harness IT so as to drive operational cost efficiency as well as business growth. BT Frontline is part of BT Global Services, the largest provider of network services in Asia Pacific.

Established in 1993 and headquartered in Singapore, BT Frontline has more than 5,000 professionals (direct and indirect) in ten key markets in Asia — China, Hong Kong, India, Indonesia, Malaysia, Singapore, Philippines, Taiwan, Thailand and Vietnam — to meet the specific needs of corporate organisations across a continuum of industries.

Our IT Security team enables trustworthy relationships to be strengthened between enterprises and their customers with solutions built on a holistic security infrastructure.

Whether it is making your information available and secure, centralising user and access right management for easy administration, or providing 24x7 management and support for your security operations, BT Frontline's team of IT security consultants can provide for your total IT security needs. Leveraging on our strategic network of leading security solutions partners and our proven delivery methodology, we help you to build trustworthy relationships with your customers while enabling flexibility and speed-to-market through a combination of advanced technologies, proven processes and experienced professionals.

As part of our commitment to continually enhance the quality level of our services, our IT security practice has been certified to the ISO9001:2000 standard since November 2003.

For more information, please visit www.frontline.com.sg



**INTERNET
SECURITY
SYSTEMS™**

Internet Security Systems

A Frontline technology partner

Internet Security Systems, Inc. (ISS) provides security products and services that pre-emptively protect enterprise organizations against Internet threats.

ISS has commanded the leading edge of security innovation, inventing cornerstone technologies such as vulnerability assessment and intrusion detection/prevention.

The company continues to set standards in the security space with its Proventia Enterprise Security Platform (ESP), offering enterprise-wide preemptive protection that is tightly integrated with existing IT business processes.

For more information, please visit www.iss.net

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