TRUSTMARQUE
Part of Capita plc

SECURITY MANAGED
SERVICES

Simplify security today

Our Cyber Security Experts help you bridge your security skills gap.

One of the most common challenges we hear from our customers is that it is difficult to recruit and retain good security talent. This problem is further compounded by the fact that the average organisation has over 30x different vendors to maintain and there is the additional challenge of response being limited to 9am-5pm and covering holiday leave. But as we constantly hear, Cyber Crime never sleeps. We provide our Managed Services in a way that can complement your existing team or act as an alternative to creating and resourcing your own in-house security service.

From enhanced vendor support to full SOC out-task, we recognise the unique needs of each of our customers. Allowing us to provide the right support services to address your specific challenges in your business-critical IT infrastructure.

Security Managed Services

Using Trustmarque's Security Managed Services, you get full access to our team of security experts who are on hand to help you. There can be challenges in maintaining your own in-house team, as it can often mean you make compromises over the hours you can detect and respond to threats and issues. With our 24x7x365 coverage, you can increase the scope of your coverage.

Our Security Managed Services include:
- Protection of your assets and devices and ensure they are always up to date regardless whether they reside on premise or in the cloud
- Maintaining your updates and configurations - removing this time consuming and complex task
- Proactive Monitoring including performance and security and event log monitoring together with backup of working configurations

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Our Core Security Managed Services

We offer three types of managed security options. Each is designed in a way so we deliver your required outcomes in an effective and cost-efficient manner.

Vendor support

This a comprehensive addition to your vendor support. We offer peace of mind in the form of remote diagnosis, technical guidance, service reviews, onsite engineering and resident engineering.

Managed Services

We have a catalogue of modular Managed Services that can be used to enhance your support services. This allows us to build a Managed Service that perfectly fits your requirements.

- **Managed Firewall and IPS:** our team of security experts ensure your perimeter is always in the best shape to prevent attacks. We monitor your devices 24x7, reporting on attack history, making recommendations and helping you to safeguard your assets and business

Secure Operations Centre

We find SIEM solutions and services that are right for you. From ensuring you get the most of of your standalone SIEM deployment, through detection, incident response and threat hunting to providing a SOC Managed Service. We partner with the leading security vendors and maintain the highest levels of accreditation.

Why Trustmarque?

Trustmarque helps you understand your organisation's true risk and exposure. Our experts will recommend the best solution for your organisation by understanding your unique requirements. We have a fine-tuned portfolio of services and partners that gives you access to the most relevant and advanced solutions. In addition, we have invested highly in staff training and are proud of our expertise as well as our relationships and certifications with the industry's leading vendors.

Founded in 2004, acquired by Capita in 2013 and now a part of Trustmarque, our team is a multiple award-winning practise that has been in operation for 17 years. We have over 55 in-house engineers and a customer facing Security Managed Service manned 24x7x365 providing industry leading support coverage for our strategic security vendors. We are uniquely placed to leverage both the strength of our strategic ecosystem partners and Microsoft.

Response times

Our support team pride themselves on their quick and focused response to ensure our customers experience minimal disruption and are protected at all times.

Priority	Initial Response SLA	Engineer Response SLA	Actual Engineer Response	Average Actual Engineer Fix (hrs)
P1/P2	20 mins	+10 mins	7.2 mins	4 hrs
P3	2 hours	NBD	1 hr 37 mins	12 hrs 45 mins
P4	NBD	2 x NBD	3 hrs 17 mins	7 hrs

Based on Service Desk stats for the 6 months (Jan-Jun 2019)