

# Managed Firewall Service

Secure your network, safeguard your business



Navigating the intricate landscape of network architectures can be daunting, particularly for IT departments lacking the necessary tools or training to manage firewall rules, configurations, and policies. Over time, outdated or misconfigured firewall settings can be exposed to potential vulnerabilities, opening the door to unauthorised access and cyber threats.

In the face of modern cyber threats extending beyond traditional malware and viruses, organisations grapple with the escalating complexity and risks posed by stateful and packet-filtering attacks. Constant optimisation and updates are imperative, yet the cybersecurity skills shortage compounds the challenge.

Telstra Managed Firewall service tackles these challenges and proactively secure your network while helping you to strengthen your security posture.

## What does Telstra Managed Firewall service offer?

### Types of Telstra's Managed Firewalls



**Hardware**



**Software**



**Cloud-based**

### Services we offer

#### Core Services

- Network Commissioning
- Network Management
- Change Control Validation
- Lifecycle Management
- Proactive Maintenance
- Multilingual Global Support
- Reporting

#### Add-on Services

##### Analytics and Reporting

- Security Services Compliance Tooling
- Connection Review
- Written Analysis Reporting
- Rules and Device Analysis
- Custom IPS/IDS Signatures
- Network Stack/Connectivity
- Security Service Centre

##### Project Delivery

- Site Survey
- Project Management
- Proof of Concepts
- IDS/IPS Management

## Key Features



### Wide-range of Managed Firewall Services

Optimise performance, monitor devices and traffic, and transform your policies and posture with our comprehensive suite of Managed Firewall service capabilities.



### Advanced compliance tooling

Powered by Tufin, we help to ensure your security stays current, adheres to corporate compliance requirements, and receives continuous updates and maintenance across your entire estate.



### 24/7 support

Get round-the-clock security management services and global support from our specialists.



### Expertise and Experience

Our deep experience and knowledge of security frameworks such as NIST, GDPR and SOC 2 enable us to implement robust and effective solutions that align with your industry, compliance requirements, and risk management objectives.



### Committed to secure your data

Our operations are ISO 27001 certified, so you can be assured that security of your data is at the front of our mind.

## Key Benefits



### Flexibility and choice

Select the service management level, firewall vendor, performance and managed services that suit your needs.



### 24X7 protection

Safeguard your business with around-the-clock monitoring and support, complemented by proactive management from our experienced experts.



### Enhance operational and cost efficiencies

Maintain agility, efficiency and performance by continuously monitoring, tuning, automating and analysing your IT environment with predictable and transparent OPEX costs.

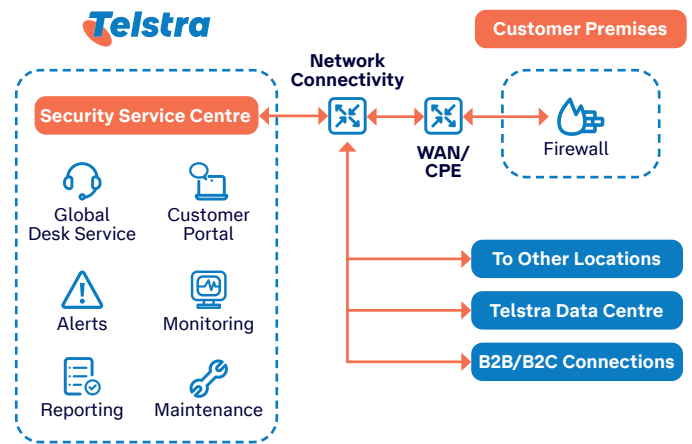


### Meet compliance requirements

We help your business to remain compliant with local and international regulations and security standards with the best practices.

## How does Telstra Managed Firewall service work?

- 1 Security analysts in our Telstra Security Service Centre monitor and manage your devices, network and firewall appliances, virtual firewall or cloud firewall round-the-clock via network.
- 2 Our analysts will alert customer in the event of threats.
- 3 Our 24X7 Global Service Desk also works alongside our analysts to rapidly troubleshoot and resolve service impacting incidents.
- 4 Customer will receive regular updates and reports from their service or account manager.
- 5 We offer a variety of connectivity options to monitor and manage your devices, tailored to your configurations.



## We help you to maintain compliance and pass audits

Powered by Tufin, our Security Services Compliance Tooling ensures visibility of your entire network infrastructure. Gain insights into policy changes, identify risky and overly permissive rules, and promptly address security policy violations.

### Reporting essentials

Use predefined reporting templates to see your security and compliance posture within the context of critical standards and regulations, such as CIS Benchmarks, PCI-DSS, SOX, NERC-CIP and NIST.

### Real-time policy violation alerts

Monitor network changes and compare them to security/compliance policies. Risks and violations are identified and can be suppressed by establishing an exception.

### Reduce downtime with faster troubleshooting

Easily identify root cause for change-related outages or unexpected behaviour. A side-by-side comparison of policy revisions across all monitored devices highlights rule changes and provides additional information such as who made the change, when, and whether there's a comment or a reference associated with it.

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### Options available



On-demand



Annual



Bi-annual



Quarterly



As part of Security Professional Service review

### Our diverse Tufin service tiers to suit your business needs



Essential

“On-demand” Tufin services based on your preferred frequency: **annually, bi-annually or quarterly.**

Services include:

- Network Topology Intelligence and Mapping
- Risk Analysis
- Compliance Policies for Rules
- Regulatory Compliance Audits and Reviews
- Policy Designer
- Track and Audit Policy Changes
- Device Reports, Reviews, Audits



Platinum

“Always-on” Tufin services that provide continuous reviews, reports, and vulnerability assessments to ensure that you have the latest patches and fixes.

Services include:

- All in Essential tier plus;
- **Change Control Testing and Reviews**



Premium

Professional Tufin services provided by our **Telstra Purple Security consultants.**

Services include:

- Security & Threat Assessment
- Operational Tech Assessment
- Technology Review
- Network Assessment
- Target Operating Model
- Digital Security Blueprint

## Providing managed firewall service that's second to none

With our customer-first culture, you'll have a driving force of experts who commit to your goals, follow through on requests and work hard to exceed your expectations.

We work hard to get things right by listening to feedback and making changes that need to be made.

And to make it easy to do business with us, we're constantly innovating with simpler processes and multichannel customer service. For example, our centralised enterprise services platform, Telstra Connect, lets you select and adjust flexible self-managed and managed options, with caring, responsive customer service.



### Faster delivery

We've reduced service time by up to 70%, with 90% on-time delivery through simplification and automation.



### SLA improvements

We continually reduce the number of faults to services, to meet our commitments to you.



### Telstra Connect

This online self-service portal enables our customers to stay on top of their Telstra products and services via a single digital platform.



### ISO/IEC 27001 Certified

Our processes are ISO 27001 certified.

## Why Telstra?

Security is a whole-of-business priority — and Telstra has deep experience and expertise to help manage the complexities of the digital business landscape for your organisation.

We bring together the right expertise to provide you with a world-class managed firewall service experience and have spent decades protecting businesses across the globe, including ours with our networks.



### Expertise and Experience

Over 2,700 partner certifications & accreditations – bringing specialist skills in solution and service design, delivery and management across networks, security, cloud and more.



### Global partners

Servicing over 10,000 customers with our partners. Competitive, integrated worldwide services through our ecosystem of network and equipment suppliers.



### Local relationships

Smooth integrations and shared solutions with over 25 partner recognition awards.



### Global reach

Extensive business coverage with presence in over 200 countries & territories.

Secure your network and safeguard your business with confidence with Telstra International.

Contact your Telstra account representative for more details

✉ [telstraenquiry@team.telstra.com](mailto:telstraenquiry@team.telstra.com)

🌐 [telstra.com/global](https://telstra.com/global)