

MSP Firewall SOS One Pager

Don't let technical issues disrupt your business operations and cause productivity losses.



SUPPORT OPTIONS:

Business Hours (8am – 5 pm)



Phone and Ticket Support
(*24 Hours fees may apply)



Emailed Support
(24-48 Hours Response)



Phone Support
(1 Hour Response)

AT A GLANCE

Topics addressed in this document refer to the additional information found in the links below:

- Video Intro
- [MSP Overview](#)
- [MSP Firewall Scope of Services Details](#)
- [Additional Info](#)

Exclusions and associated charges may incur additional costs and escalations, such as:

- Hardware/Firmware repairs/replacements/upgrades
- Firewall Project Requests
- Network configurations
- Client Security Training
- Advanced Reporting
- Advanced Threat Detection
 - SIEM Integration
 - Direct involvement of senior management to address escalated concerns and ensure swift resolutions

ENHANCED SECURITY MADE EASY!

MSP Firewall Services: Enhanced security made easy. Seamless rule management, real-time monitoring, swift intrusion detection. Comprehensive reports, expert advice, and proactive updates.

Trust us for peace of mind and focus on core activities. Choose MSP Firewall Services to enhance your security. To safeguard your data, optimise performance, provide seamless management optimize

SERVICE OFFER SUMMARY

The MSP Firewall includes, but is not limited to, the below summary, full details as per SLA and in Scope of Service:



Day-to-Day Administrative Tasks

- Firewall rule management
- Connectivity Configuration
- Firmware Updates
- Monthly Configuration backups
- Monthly reports on content filtering and performance



Performance & Preventative Reports

- Real-time performance management
- Identify and respond to cyber breaches
- Customized content Filtering (license dependent)



Real-Time Requests

- Swift response to Alerts and incidents
- Firewall event Log monitoring



Threat Detections

- Data loss prevention
- Security Incident response
- Adjust filtering rules as required



Escalation Path

- Level 1 Support:** Initial point of contact for general inquiries and basic troubleshooting.
- Level 2 Support:** Advanced technical assistance for more complex issues and escalation from Level 1.
- Level 3 Support:** Expert engineers for critical incidents and specialized troubleshooting

