

# Managed Security Services

## Ensuring that essential IT security is continuously upheld

Good IT security demands that you consistently take the actions that will prevent exploitable vulnerabilities appearing: swiftly deploying patches and updates, keeping email security policies aligned with best practice, maintaining user awareness and vigilance, and regularly checking for weaknesses.

But sustaining that discipline can be hard – especially for IT teams juggling a myriad of competing demands.

Total's managed security services give you the assurance of knowing that skilled IT professionals are keeping on top of things for you. Total's security services can be applied singly or collectively.

## → What Total do

### Patching

- timely patching of servers, end points and/or applications
- deployment scheduled to minimise disruption
- established Change Management process
- server and application post-patch functionality checks
- endpoint patch reporting to identify anomalies.

### Email security

- deployment of Mimecast technology
- best practice installation and configuration
- migration of relevant settings from previous solution(s)
- proactive management, including ongoing review of config settings and blocked email
- user support and assistance
- (optional) web filtering protection – regardless of device location
- (optional) user awareness and education activities to tighten security.

### Threat and compromise hunting

- deployment of highly sophisticated security monitoring solution
- continuous monitoring of endpoints for threat compromise indications
- human review and investigation of potential threats
- remediation of any identified issues
- live ransomware spotting, alert and response.

## → Why it's good for you

### With Total's Managed Security Services you benefit from:

- enterprise class technologies
- a specialist UK team of certified IT professionals
- operation to a strict service level agreement (SLA)
- ITIL compliant service delivery processes and service governance
- ISO 27001 (Information Security Management System) certified procedures
- monthly reporting, with clear Red-Orange Green (RAG) status
- clear, per device/server monthly costs.

## → What next?

Contact your account manager to arrange a discussion with a subject matter expert.



**totalcomputers.co.uk**

**E ask@totalcomputers.co.uk**

**T 0345 647 0000**

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