

*Providing flexible, around-the-clock expertise to preemptively protect against known and unknown Internet threats*



## IBM Managed Security Services

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### Highlights

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- ***Helps enhance security with myriad features and benefits***
- ***Enables flexibility in choosing the right services to meet your unique needs***
- ***Uses integrated security intelligence to help keep you ahead of threats***
- ***Helps you save up to 55 percent over in-house security costs and demonstrate regulatory compliance***

### **Keeping up with quickly evolving Internet threats**

Very few organizations have the resources to keep pace with the ever-changing Internet threats that put corporate operations and profits at risk. Enterprise security is a 24x7 proposition that includes escalating patch management requirements, device management over a diverse IT landscape, and the enforcement of security policies that can impact employees, vendors and customers. At times, these demands can be more than an enterprise can bear—but now, there is an answer.

Consider the challenges. Sophisticated security requires highly skilled personnel, who are expensive to recruit, hire and retain: a proposition that is often impossible for firms with

limited IT budgets. Security management diverts scarce IT resources from core-mission activities essential to company productivity and growth. For many companies, patch management alone consumes hundreds of hours per month. Security is a critical component of new government regulations that put executives at risk. For example, the Sarbanes-Oxley Act requires executives to periodically disclose the status of internal controls on corporate financial systems.

If improperly managed, enterprise security can inadvertently block legitimate traffic, causing lost or delayed transactions, and negatively impact revenues and customer satisfaction. The spiraling and often unpredictable cost of security makes it more difficult for companies to conduct proper financial planning and resource optimization.

### **Offering true preemptive protection**

Other providers can monitor the security of a few network devices, but supplying the kind of reliable, comprehensive protection that businesses require to defend their online assets is another matter altogether. IBM Managed Security Services deliver the infrastructure, knowledge resources and on demand expertise that can help organizations safeguard their systems from Internet attacks—all at a fraction of the cost of typical in-house security resources.

*Performance-based SLAs*—With traditional vendors, service level agreements (SLAs) usually offer clients only a day of free service if a violation occurs—modest compensation, considering the financial damage hacker attacks can cause. Managed Security Services offer a higher standard of protection through performance-based SLAs that “guarantee”\* response times and countermeasures for security events. If the “guarantee” is not met, clients can receive up to a free month of Managed Security Services, not just a single day. For example, when IBM Internet Security Systems (ISS) publishes software updates for the latest threats circulating the Internet, it will apply that intelligence to client systems within 48 hours. If this or any other goal listed in the SLA is not met, clients can receive up to a free month of Managed Security Services.

*Money-back payment*—Offering a unique preemptive protection, IBM ISS offers the industry’s leading performance-based SLA with a cash-back payment of US\$50,000 for any security breach resulting from a successful attack listed on the IBM Internet Security Systems X-Force® Certified Attack List\*. As a result, our clients rest assured that their security provider has a vested interest in protecting their infrastructure.

*The “X” Factor*—The X-Force team is IBM Internet Security Systems’ world-renowned security research organization, which performs industry-leading, proactive research on software vulnerabilities and the attacks targeting them, monitoring and gathering security intelligence from more than 5,000 sources around the globe. The X-Force Certified Attack List includes what we believe are the most critical security threats and is updated regularly. Since 1996, we believe the X-Force team has discovered more major software vulnerabilities than all other commercial organizations combined, in close cooperation with other research labs and government agencies. Because the expertise of the X-Force team drives the management and delivery of IBM Managed Security Services, your organization is firmly positioned to deal with Internet threats yet to come.

*Strategic effect and value*—CIOs typically have a difficult time quantifying just how the Internet threatens information resources. Managed Security Services help by providing a Web-based management portal that integrates service-level data from devices across client networks with early-warning security intelligence gathered by the X-Force team, which it displays in easy-to-read, business-focused reports. This enables executives to see the ongoing status of security operations, including attempts to gain unauthorized access, how those attempts were stopped and recommendations on how to prevent similar attacks. Equipped with this information, CIOs can document real threats facing the business, refine and deploy security policies and support efforts to meet compliance requirements.

*IBM Virtual-Security Operations Center (Virtual-SOC)*—The Virtual-SOC serves as the engine enabling all Managed Security Services and the delivery of protection on demand. The Virtual-SOC combines the capabilities of five global security operations centers with advanced analysis and correlation, artificial intelligence, industry-leading security expertise and a high-impact Web-based management portal in a single unified system. The Virtual-SOC is designed to reduce the complexity and burden of manual data analysis and improve the accuracy of security

event identification, incident escalation and remediation. The result is a state-of-the-art, expert system that helps organizations to optimize resources, reduce the complexity of managing security, enforce security policy and improve the overall security posture.

*Performance and productivity gains*—By off-loading security operations to IBM Internet Security Systems, companies gain the advantage of leading-edge tools, skills, processes and experience. They can realize an improvement in system uptime and performance, and a reduction in capital investment technology and resources. Plus, when freed from day-to-day security monitoring and management, organizations can enhance productivity by reallocating in-house IT resources to more strategic initiatives.

*Multiple vendor support*—While IBM ISS stands firmly behind the strength of its leading security products, Managed Security Services support other security solutions that have received significant recognition and acceptance in the marketplace. In addition to managing IBM products, we also support vendors such as 3Com (IPS), Check Point (firewall), Cisco (IDS/firewall), Juniper (firewall) and McAfee (IPS). So, virtually regardless of the vendor mix, IBM Managed Security Services can incorporate

end-to-end device management, log archiving, continuous vulnerability management, remediation, documentation and reporting.

*Protection on demand*—Organizations looking for choices in the types of protection they require need look no further. IBM ISS offers protection on demand, a services-based approach that delivers protection to organizations of all sizes, helping them to proactively respond to Internet threats while integrating security with key business processes. This innovative approach blends leading services, technologies and security intelligence into a single solution that is delivered when, where and how you need it. The result is a cost-effective solution that helps you optimize resources, enhance profitability, improve flexibility and responsiveness, and address regulatory requirements.

### **Offering service alternatives for flexible protection options**

IBM Internet Security Systems gives you the flexibility to choose the protection options that are right for you.

*IBM Managed Protection Services for networks* — 24x7 “guaranteed” protection and expert management, monitoring and escalation for enterprise networks, with up to one month of free service if we fail to meet the “guarantee.” Spans

firewall, intrusion prevention, anti-virus, anti-spam, content security and virtual private network (VPN) capabilities found in the marketplace-leading IBM Proventia® suite of protection solutions.

*IBM Managed Protection Services for servers* — Real-time, 24x7 “guaranteed” protection and expert management, monitoring and escalation for critical server devices across a variety of platforms and operating systems, with up to one month of free service if we fail to meet the guarantee.

*IBM Managed Protection Services for desktops* — Real-time, 24x7 “guaranteed” protection and expert management for desktop environments using our marketplace-leading desktop firewall, intrusion prevention, anti-virus compliance, virus prevention system (VPS) and buffer overflow exploit prevention technologies, with up to one month of free service if we fail to meet the guarantee.

*IBM Managed & Monitored Firewall Services* — Comprehensive 24x7 expert monitoring, management and analysis of firewall data to aid in the detection, prevention and response to the evolving threat spectrum.

*IBM Managed IDS & IPS Services for networks and servers* — 24x7 expert monitoring, management and analysis of intrusion-detection events, designed to allow for real-time response, investigation and recovery to effectively minimize risk and prevent downtime from attacks stemming from points inside and outside the network perimeter.

*IBM Vulnerability Management Service* — Real-time management and analysis of servers, firewalls, switches and other devices; comprehensive, on demand security audits that identify, analyze and report on network security vulnerabilities; and real-time communication with IBM ISS vulnerability experts.

*IBM Express Managed Security Services for e-mail security*—a variety of solutions to enhance your existing security posture that can help prevent viruses and spam and control unwanted content in e-mail.

*IBM Express Managed Security Services for Web security* — protection for your company from Internet threats with 24x7 scanning that helps stop viruses and spyware before they can compromise the network; simple to deploy and easy to manage, it protects with robust anti-virus, anti-spyware and URL-filtering technologies.

## **Why IBM Internet Security Systems offerings?**

Preemptive security requires marketplace-leading research, an expert eye for attack trends and techniques, and a streamlined and affordable platform for delivering advanced security solutions that are knowledge based. IBM ISS offerings command the extensive knowledge, innovative research methods and complex technologies required to achieve preemptive security. Our experienced consultants, architects, project managers and subject matter experts are prepared to provide your organization with a comprehensive platform of preemptive security solutions designed to protect your entire IT infrastructure, from the network gateway to the desktop.

### **For more information**

To learn more about IBM Managed Security Services, contact your IBM ISS representative to schedule a consultation. Call 1 800 776-2362, send an e-mail to [consulting@iss.net](mailto:consulting@iss.net) or visit:

**[ibm.com/services/us/iss](http://ibm.com/services/us/iss)**



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02-07  
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\* Money-back payment (for IBM Managed Protection Services - Premium Level only): If IBM Internet Security Systems fails to meet the Security Incidents Prevention Guarantee, client shall be paid US\$50,000 for each instance this guarantee has not been met. Please see IBM Internet Security Systems SLAs for more details.