



NCA Fortinet Managed Services

NCA Security Services

Basic NCA Next Generation Monitoring & Alerting Services include:

- Initial configuration and setup
- 24x7x365 remote monitoring
- 24x7x365 email alerting of critical system events. The NOC staff will call the customer when critical systems are down and/or unavailable. (See Response Time section for details)
- Application of Critical and security patch updates for supported
- Escalation methodology through Tier3 to manufacturer

NCA Configuration & Monitoring Services include:

- 24x7x365 Remote Monitoring
- 24x7x365 Remote Configuration changes for all current and supported devices.
- The NOC will use commercially reasonable efforts to remediate all systems. If the issue cannot be resolved, the NOC Support team will escalate the issue to the designated Customer contact. (See Section on escalation procedure. Escalation procedure is subject to change at any time)
- Application of Critical and security patch updates for supported devices.
- Management of firewall, application visibility, and web filtering
- Shared ADOM Manager
- Standard policies
- 2 Moves, Adds, and Changes per month
- Add up to 5 VPN clients per month
- Standard reporting

For more information about NCA Security Services
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Advanced Next Generation Monitoring & Alerting Services include:

- All services in Basic
- Management of firewall, application visibility, web filtering, malware, AD Integration
- Separate ADOM Manager and Analyzer
- Customized standard policies
- 5 Moves, Adds, and Changes per month
- Add up to 10 VPN clients per month
- Customized standard reporting
- Biannual Security Review of reports, logs, and incidents

Premium Next Generation Monitoring & Alerting Services include:

- All services in Advanced
- Biannual security review of reports, logs, and incidents
- Separate ADOM Manager and Analyzer
- Customized policies
- 10 Moves Adds and Changes per month
- Add up to 25 VPN clients per month
- 1 Site-to-Site VPN
- 1 additional Security Zone such as a DMZ or guest network
- Customized reporting
- Quarterly Security Review of reports, logs, and incidents

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