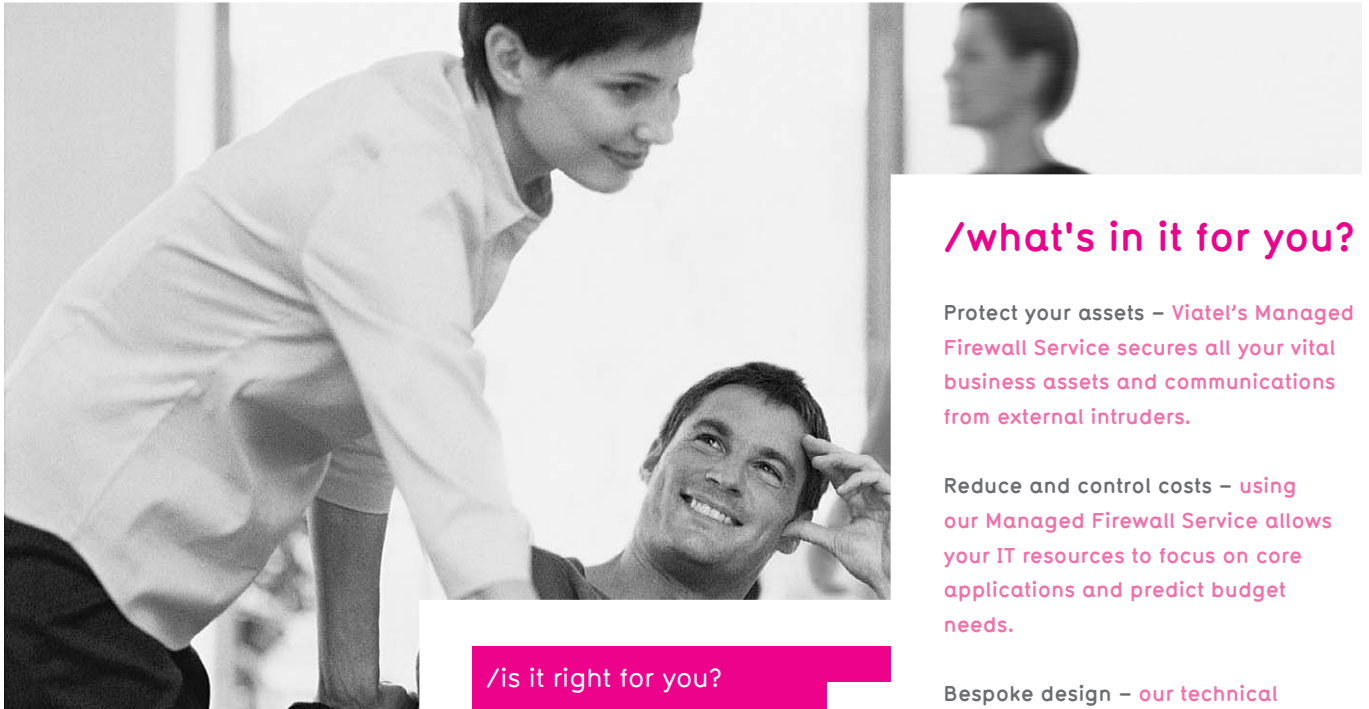




# Internet Security

## / Viatel Managed Firewall



### /what is Viatel Managed Firewall?

Your business applications and data are among your most important assets. You need to protect them against external threats and unauthorised access at all times.

Viatel's Managed Firewall service stands between your internal IT environment and the outside world – enabling you to control the security of online access in and out of your business.

Viatel will configure the service to meet your changing needs – and manage the service for you, so you can free up resources to work on other areas of the business.

### /is it right for you?

#### Viatel Managed Firewall is right for your business if you:

- rely on the internet for doing business
- want to protect your business from external threats
- want to provide secure, controlled access to IT applications on your network
- need to protect the confidentiality and integrity of your business information
- want to free up IT resources and cut operational costs
- want to control internet communications in and out of your company

### /what's in it for you?

**Protect your assets** – Viatel's Managed Firewall Service secures all your vital business assets and communications from external intruders.

**Reduce and control costs** – using our Managed Firewall Service allows your IT resources to focus on core applications and predict budget needs.

**Bespoke design** – our technical consultants will design a service matched to your network, systems and business needs.

**Complete installation** – we'll install everything, or if you prefer, you can install your own plug-in version of the firewall in a matter of minutes.

**Tailoring your firewall** – we'll help you define your firewall's security rules. And with our comprehensive service contract, we can perform future configuration changes free of charge.

**Check your security** – our optional online reporting service allows you to check that you're always fully protected.

**Supporting your business** – our support service includes round-the-clock monitoring, logging, fault escalation and management. Our comprehensive Service Level Agreement also ensures you benefit from consistently high quality support.



## /why choose Viatel?

**Understanding** – our services will fit with your business. Which means we'll always give you what you need, not what's easiest for us.

**Business Allies** – we're here to support your business. Throughout, we'll ask questions, make suggestions and strive to give you the best possible service.

**Reliability** – our Network Operations Centre (NOC) monitors and manages your service round-the-clock, 365 days a year, ensuring it stays up and running.

**Support** – we have a highly skilled support team offering a fully managed service that means we will continuously monitor your service and proactively correct faults. We offer the service performance your business needs coupled with the customer experience you'd expect. So if you ever have any technical problems, we're never more than a phone call away.

**Flexible** – all our services can be developed in line with your needs and are scalable - they grow and evolve with your business. They can be combined with a range of our other services to provide a flexible solution.

**Strength** – we have great people who care about customer service, who make a point of being transparent in their actions, frank in their advice, and accountable for Viatel's performance at every stage.

## /what do you get?

### Service Features

- Secure protection of your IT applications
- Firewall service based on CISCO PIX security appliances running stateful inspection
- Solution design and delivery
- Full design and installation of your firewall equipment and security policies

### Service Management

- Up to 5 free configuration changes per month
- 24x7x365 technical support
- 24x7x365 Network monitoring and logging by our state-of-the-art Network Operations Centre (NOC)

### Quality of Service

- Service Level Agreement with guarantees
- Free software upgrades
- Reporting – daily activity logs

## /about us

Viatel provides business communications services to companies of all sizes across Europe. We think differently at Viatel. We listen to our customers, make a point of understanding their needs, and deliver a service that is right for them, not most convenient for us. We have been in this market since 1991 and we are here to stay.

## /want to know more?

To find out more about Viatel services and Managed Firewalls, please contact one of our team or visit our website at [www.viatel.com](http://www.viatel.com)

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Your feedback matters, so if you have any questions, comments or suggestions please email us at [info@viatel.com](mailto:info@viatel.com)

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