

Caretower Fully Managed Service Option

Customers, who have the McAfee ePolicy Orchestrator management console and who are also utilising Caretower's Premium Onsite Support Contract can now upgrade to the Fully Managed Service, which comes with a selection of additional services.



Additional services included in the Fully Managed Service Option:

- 24/7 Monitoring (we will require access to the customer's network)
- 20 additional days onsite consultancy
- Emergency on-site assistance
- McAfee alerting service
- Quarterly Business Review meeting with Account Manager to review products and support
- Product update notification
- Enhanced Escalation Strategy
- Unlimited authorised contacts
- Primary and secondary dedicated security engineer contacts

Customer Responsibilities:

In order for Caretower to be able to provide an efficient support service the customer must use only the specified contact numbers and email addresses, provided to them by Caretower, to secure support, within the stated support hours.

The customer must attempt to answer all the support questions to the best of their ability and attempt to carry out any actions advised by the Support Engineer in order to resolve the incident as quickly as possible.

The customer will ensure that Caretower is notified of any of the following:

- Arrival of new personnel who will be designated as users
- Change of software
- Change of software operating environment
- Changes to hardware environment
- Establishment of new remote sites
- Decommissioning of existing remote sites

Where support is required on site, the customer shall provide all the necessary personnel, support, permissions and facilities to Caretower engineer, necessary to ensure safe and efficient resolution of the support issue.

The customer will ensure that all relevant change control procedures are adhered to and will inform Caretower of any change control procedures that may be required when performing AV/HIPS-specific tasks. This includes notifying Caretower of authorised change requests and detailing the change management procedure required when software and/or network changes are necessary.

The customer must manage emergency change control processes (where applicable) as a result of unforeseen circumstances such as virus outbreak situations, critical software failures, etc. Caretower will provide as much support as possible remotely with the option of having an engineer on-site within the agreed number of business days as defined in the contract.

Product deployment – Caretower will test and deploy new versions of end-point products. This involves deploying the product as part of a pilot phase to ensure software compatibility. Relevant change control processes may apply and will need to be logged by the customer & driven by Caretower. Caretower will monitor the overall progress of the pilot phase but it is also the responsibility of the customer to inform Caretower of any software defects during this phase.

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Caretower Responsibilities:

Caretower will configure the ePO management product to automatically notify the 24/7 Support Staff via a dedicated email address when critical situations occur, such as:

- Repository update or replication failures
- Unresolved medium & higher risk threats detected on server platforms
- Inordinate number of medium & higher risk malware detections (10+) occurring on 10 or more end-points within a 2 hour period (whether resolved or not).

Caretower will perform the following checks on a weekly basis to ensure that the environment remains compliant & secure:

- Check Current Signature Status – Has it pulled correctly from McAfee and successfully replicated to all distributed repositories, are repositories created and setup correctly?
- If repository replication / pull failure occurred, ePO will notify Caretower engineers who can take relevant action to resolve the issue.
- Resolving this issue may entail logging change control through the customer's change control processes to ensure resolution and consequent replication doesn't negatively affect the customer's network infrastructure.

Check of Infection Statistics – Automatic responses on ePO notifies Caretower Engineers of unresolved and potentially dangerous viral infections as and when they occur. Events must be aggregated to prevent excessive 'noise' on the network. Analysis of threat event notifications by Caretower engineers allows pro-active measures to be taken to combat the threat before it escalates into a full-blown malware outbreak. Unresolved detections on critical production servers require attention from the customer's system owners and inoculation / clean-up may be required. If virus sweeps are required, Caretower will liaise with the customer to arrange the appropriate controls to allow this to occur and, based on severity, emergency change control may be required. Caretower is to advise the customer on best-practice configuration of the anti-virus and / or Host IPS software to combat known prevalent 'in-the-wild' threats.

Analyse Malware Activity Threat Levels - medium or higher severity detections may indicate potential malware outbreak – Caretower must investigate these alerts and provide the customer with steps to contain and / or eradicate the threats using available technologies (VSE Access Protection Rules) Compliance Statistics – Are end-points protected and compliant? Caretower will identify non-compliant systems based on VSE & Host IPS criteria and flag them for review. Caretower will require change control to be arranged by the customer in order to resolve non-compliant systems. Once this has been approved, Caretower will resolve non-compliant end-points.



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General ePO Management Server Health

Caretower will conduct weekly AV management server health checks which will include:

- Checking available store space
- General system utilisation
- Database health
- Scheduling e-mail reports
- Configuration of any new users and permissions
- Configuration of the dashboards
- Deploying McAfee Agents
- Backing up the ePO and maintaining a healthy database size
- Managing users, contacts, permission sets, and server settings & tasks
- Organizing systems for management repositories – review current structure and streamline process for maximum coverage and
- System performance, add new distributed repositories, remove decommissioned repositories
- Product management with policies and client tasks and weekly and monthly review of policy to comply with best practices

Product Deployment

Installed Products	Ensure correct number of clients are protected and patched correctly.
Product deployment	Test and deploy new versions of end-point products. This involves deploying the product as part of a pilot phase to ensure software compatibility. Relevant change control processes may apply and need to be logged by the customer and driven by Caretower. Caretower will monitor the overall progress of the pilot phase but it is the responsibility of the customer to inform Caretower of any software defects during this phase.
DAT Deployment	Statistics will be measured to ensure that the coverage is as high as possibly achievable – flag out of date systems for review & potential remediation. This may involve change management processes.
Engine Deployment	Statistics will be measured to ensure that the coverage is as high as possibly achievable – flag out of date systems for review & potential remediation. This may involve change management processes.
Trend Analysis	This will gradually increase until we can build a three month trend analysis and will be distributed via monthly reports.
Regular reports provided	Weekly, monthly and quarterly reports detailing trends, problems fault and goals achieved. Out lines future plans getting you more compliant. Summary of changes made and action plans.

For all change-related events, the customer will receive a change management document from Caretower.

Rogue System Detection

- Which subnets / systems are not covered
- Deploy sensors to uncovered subnets
- Follow-up on rogue systems
- Manage exception devices such as printers, router, switches, phone systems etc.
- All of the above may require relevant change control approval

Host Intrusion Prevention

- Check IPS client events & review medium and high severity events
- Identify & follow-up on HIPS false positives
- Manage exceptions and false positives
- Check HIPS compliance, HIPS signature coverage, HIPS product versions



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Cost

£15,000	24/7 Monitoring
£17,000	20 Additional days onsite
£32,000	Total Managed Service Upgrade

SKU

Silver:	Total Silverman
Gold:	Total Goldman
Premium:	Total Preman

Please Note

Pricing must be pro-rata for the amount of days left on their contract. Anything the customer has already paid can be deducted from the full amount.

The Caretower Fully Managed Service Options are only available to customers who currently have a Caretower Premium Onsite Managed Support Contract.

Prices are not inclusive of VAT.

For more information about the Fully Managed Service Option please contact your Caretower Account Manager.