



WatchGuard Managed Services

365IT have been helping organisations keep their systems, networks and devices secure since 2002. One of the only WatchGuard partners able to provide consultancy, training, installation and managed services.

As organisations face a more complex range of threats the task of keeping systems up-to-date with the latest threat protection becomes costly and time consuming.

Here at 365IT we will remove this burden from your IT Department to make sure that your systems have optimum protection and ahead of the game at all times. Our WatchGuard Engineers are the most qualified in the country. Recently our Senior WatchGuard Engineer, Richard Jackson was awarded the "Technical Partner of the Year Award 2015".

What's included in our WatchGuard Managed Service:

- Policy changes (Unlimited)
- Access to the WatchGuard Dimension Portal (a visibility solution providing access to traffic, web and mail reports, executive summary showing network usage and blocked threats)
- Configuration Back-Ups

	WatchGuard Managed Service	WatchGuard Managed Service Plus
Software Updates	✓	✓
24 x 7 Support	✓	✓
Hot Fixes and Patch Management	✓	✓
VPN Configuration and Set Up	✓	✓
Policy Changes	✓	✓
Access to WatchGuard Dimension Portal	✓	✓
Configuration Back Up	✓	✓
Offsite Configuration and Management	✓	✓
Proactive Monitoring		✓
Bandwidth Monitoring		✓
Proactive Analysis of Dimension		✓

Proactive Monitoring

We monitor your systems as if they were our own. Our security engineers are primed to spot errors in real-time and respond immediately. Our proactive management service will be alerted instantly in the event of a service affecting failure including device, interface, VPN, cluster events or an attack is in progress.



Access to WatchGuard Dimension Portal

Customer will have access to reports through a Web URL showing system availability and uptime, web usage, most popular domains and top out going hosts. At the commencement of the support contract we will discuss what metrics you would like to report on so that we provide something that is meaningful to your business. As part of our pro-active managed service, 365iT will review the firewall log files to identify any anomalies which could be of concern and discuss a corrective cause of action.

Hot Fixes and Patch Management

From time to time 365iT will need to upgrade your system to keep it at peak efficiency, or WatchGuard may issue an unexpected software update that will require some downtime of your firewall to ensure you are receiving optimal protection. Where possible we will give you at least 48 hours' notice for any scheduled maintenance in order to allow us to make these changes.

Off-Site Configuration and Management

No configuration is static and we are aware that you will require changes to the firewall. Depending on your service level, you can contact us via our support portal, email or telephone. Change requests are accepted 24 hours a day and will be completed within the Change Request SLA hours in your contract.

Configuration Backup

Our managed service provides reassurance that backup firewall rule base configuration files are backed-up off-site for ease of restoration in the event of a device failure. Prior to, and post configuration changes, 365iT will take a backup of the running configuration so that if any issues are encountered we can roll back the system to its prior state with minimum of effort. The backup will be stored on our site.

VPN Setup

Whether it's a VPN between your branches, a connection to a supplier, or a remote worker, 365iT are able to setup and configure everything you need to connect securely to company assets.

Hardware replacement

WatchGuard offers two types of hardware warranty replacement programs – please refer to your service contract for details.