DTS
MANAGED FIREWALL SERVICES

The most effective protection against cyber threats starts with a modern firewall. It must be geared towards prevention and support an intelligent, integrated architecture. The leading Palo Alto Networks Next-Generation Firewalls (NGFW) have been the absolute leaders in this field for almost 20 years and are constantly setting new standards.

However, the firewalls themselves are only one essential aspect. Equally fundamental are the questions of who continuously checks and updates them, monitors them, carries out backups as well as recovery and implements important changes quickly and effectively.

Our Managed Firewall Services make exactly this possible, including numerous added service values. You benefit from clear communication channels, service levels, role assignments, the best combination of "proactive" and "reactive", simple licensing and continuous support and reporting.

Let's go beyond Firewall!

- Highest expertise, best quality, little effort - all-round managed firewall services, including numerous added service values

- Best combination of proactive & reactive services

- Round-the-clock continuous support & detailed reporting

- Clear communication channels, role allocation & service level

- Simple licensing

NGFW UPDATE SERVICE

Updates are essential for security and correct functionality. With our Update Service, we ensure that the PAN-OS operating system, Panorama and GlobalProtect always remain on the versions recommended by us. We regularly check that they are up to date, evaluate all available updates as part of a release check and analyze their necessity and dependencies on other versions. We proactively and promptly install any necessary updates within a defined period outside of normal working hours. We also provide you with reports on the status of updates on your systems.

NGFW CHANGE MANAGEMENT BASIC & ADVANCED

The Change Management Service provides efficient support for the day-to-day management of Palo Alto Networks firewalls, Panorama and Prisma Access. In this way, we simplify and speed up your firewall administration considerably. We receive requests for desired changes and then implement them within defined execution times. This may involve, for example, creating, deleting or changing rules or policies, as well as VPN configurations or the provision of new VLANs, not to mention possible emergency changes - all including plausibility checks. The know-how of our certified experts ensures effective and reliable processing of change requests. In addition, our reports keep you informed about the implementation.

NGFW CONFIGURATION BACKUP

Automated storage of firewall and panorama configurations in a certified DTS data center - this is made possible by the Configuration Backup Service. If a system failure or other problems occur, the backup enables rapid recovery and ensures minimal downtime. This service includes both regular backups of the current configuration and direct 24/7/365 support in the event of a recovery.

NGFW MONITORING BASIC

If your firewalls are not performant and continuously available, you cannot guarantee the necessary security. With Monitoring Basic, the most important parameters of Palo Alto Networks firewalls and Panorama are continuously monitored 24/7/365. The monitoring platform is also provided as a managed service from the German, certified DTS cloud. In addition, we inform you immediately and on a customer-specific basis by email, SMS or pager as well as in monthly reports based on defined priorities about corresponding alarms.