

# SECURITY DEVICE SUPPORT

## Managed Security Services



Leverage Kudelski Security's experts to resolve device issues quickly and more efficiently in order to ensure optimal device health and performance.

In order to help deliver fast and secure applications, today's security devices are becoming increasingly complex and powerful. The increase in technical complexity has made identifying and resolving potential device incidents more costly and time consuming and requires staff to be well versed in the capabilities of each device.

Kudelski Security's Security Device Support Service extends our technical knowledge and vendor relationships to your team. We provide expert 24x7x365 support from our Cyber Fusion Center (CFC) to troubleshoot complex issues, oversee hardware replacement, and manage Return Merchandise Authorization (RMA) processes.

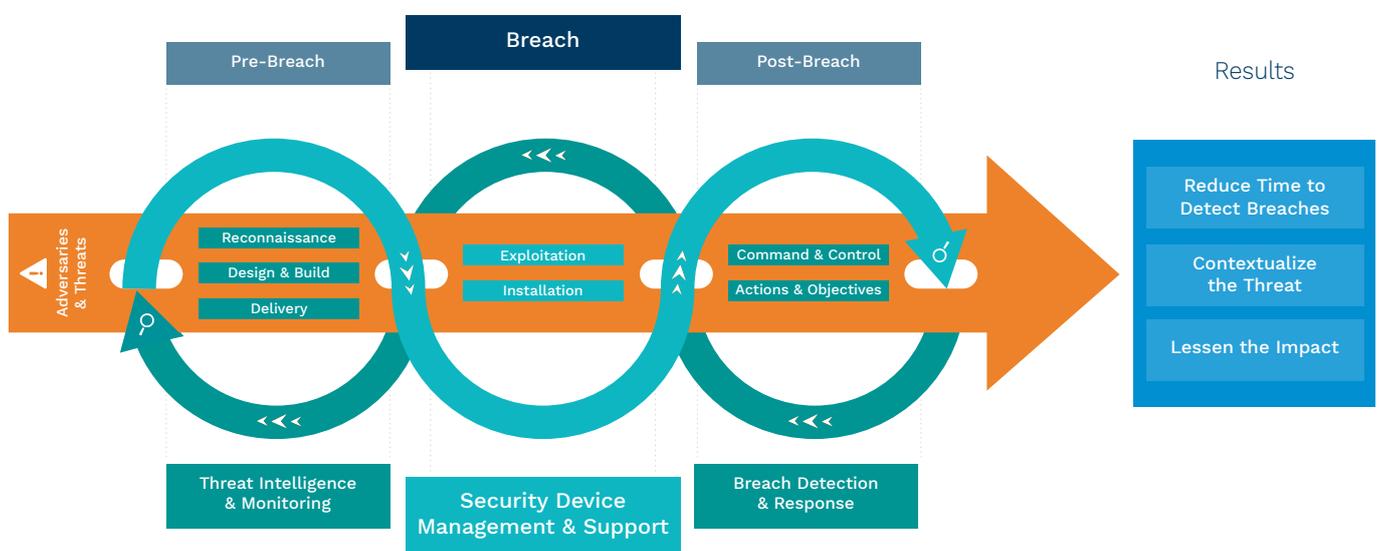
### Security Device Support – How It Works

Kudelski Security staffs extensively trained, vendor-certified experts around the clock to help clients effectively resolve potentially complex issues, so they can shift their focus back to critical business initiatives and projects.

With Security Device Support, clients enjoy the benefits of our deep relationships with partners, accessing vendor management and engineering resources through our comprehensive technical training, quicker escalations, and rapid bug fix recommendations.

Our Cyber Fusion Center employs an Intelligent Outage Management Process to give peace of mind to clients, ensuring that critical steps in troubleshooting and case management workflows are not overlooked. This process includes Incident Management at the Standard Support Level, and Problem & Risk Management at the Premium Support Level.

## DISRUPTING THE KILL CHAIN WITH KUDELSKI SECURITY



## How We Engage

Kudelski Security's Managed Security Services are built from the ground up to drive greater value to the client.

### Phase 1: MSS Client Portal

Portal access is used for secure communications throughout the duration of the service.

### Phase 2: Information Gathering

A provisioning questionnaire is issued to gather information about the client environment and how it supports critical business processes.

### Phase 3: Go-live

The CFC Device Support team validates the service with the client to ensure smooth day-to-day operations.

### Phase 4: Ongoing Operations

With the Security Device Support Service operational, the CFC provides a number of ongoing services based on your Service Level Agreement.

## Key Benefits

Our Security Device Support Service is powered by our 24x7x365 Cyber Fusion Center, with global reach, multilingual support, and operations in the United States and Switzerland.

- Resolve security device issues faster to maintain security readiness
- Free up staff to focus on high priority projects thanks to greater resource efficiency
- Access 24x7x365 support hotline to troubleshoot supported security device issues whenever they arise
- Gain consistent awareness of ongoing support performance and activity via the MSS Client Portal and monthly reports

## Security Device Support Service Levels

Kudelski Security clients can take a more prescriptive approach to device support by subscribing to the level of support – Standard or Premium – that best fits their incident and problem management needs and budget.

ACTIVITY	STANDARD	PREMIUM
Incident Management	✓	✓
Client Portal	✓	✓
Service Reports	✓	✓
Root Cause Analysis	✓	✓
24x7x365 Support Hotline	✓	✓
Problem & Risk Management		✓
Dedicated Support Team & Hotline		✓
Priority Case Handling		✓
Semi-Annual Case & Business Reviews		✓
Risk Mitigation Reports		✓
Dedicated Manufacturer Management <i>(available with some vendors)</i>		✓
Dedicated Manufacturer Engineering Team <i>(available with some vendors)</i>		✓

Kudelski Security, a division of the Kudelski Group (SIX: KUD.S), is an innovative, independent provider of tailored cybersecurity solutions to enterprises and public sector institutions. Kudelski Security is headquartered in Cheseaux-sur-Lausanne, Switzerland, and Phoenix, Arizona, with operations in countries around the world.

[Info@kudelskisecurity.com](mailto:Info@kudelskisecurity.com) | [www.kudelskisecurity.com](http://www.kudelskisecurity.com)

