

Cisco Security Services

Cisco® Security Services help you defend your business from evolving security threats, enhance the efficiency of your internal staff and processes, and increase the return on your network infrastructure and security investment.



Challenge

Protecting your business network from viruses, worms, and other information security threats has never been more difficult – or more important. Propagation times are shrinking, and new, more devastating attacks emerge every day. Even a single breach can lead to network downtime, lost revenues, brand damage, and loss of your customers’ trust.

Defending against these threats requires an intelligent, proactive, and multilayered approach to network security. But such an approach demands far more than simply deploying the latest security technologies. To protect your business, network defenses must be effectively designed, deployed, managed, and integrated into your infrastructure and business processes.

Solution

Cisco® offers a broad portfolio of end-to-end security services to help you protect your strategic asset, the enterprise network, while enabling uninterrupted business operations. These services are based on proven methodologies and best practices for designing, deploying, operating, and optimizing a variety of network security solutions, technologies, and strategies.

Cisco Security Services are built around the concept of the Self-Defending Network. The Cisco Self-

Defending Network is an architectural solution designed for the evolving security landscape. Security is integrated everywhere and with the help of a lifecycle services approach, enterprises can design, implement, operate and optimize network platforms that defend critical business processes against attack and disruption, protect privacy, and support policy and regulatory compliance controls.

By using the network as the platform, you can:

- Keep people and IT assets safe
- Make your organization more resilient and reliable
- Get the maximum business benefit from IT investments

Use your Cisco Self-Defending Network to:

- Ensure compliance with security regulations
- Provide secure unified communications and mobility solutions
- Secure data centers and branch locations

Cisco Security Services can help defend businesses from evolving security threats. Integrating Cisco Self-Defending Network solutions into the core infrastructure enhances the efficiency of internal staff and processes, and increases the return on network and security investment. A broad portfolio of end-to-end services helps reduce business risk by maintaining intelligent defenses against security threats.

The Cisco integrated security services portfolio provides solutions for threat management, event management, vulnerability management, and compliance support across a broad range of advanced technologies, including unified communications, storage networking, and wireless networks.

The Cisco Security Service integrated portfolio provides:

- Intelligent information services
- Advanced technology consulting services
- Managed security services
- Foundational product service and support

This comprehensive portfolio of services, delivered by Cisco and its certified partners, facilitates the strategic planning, design, implementation, operation, and optimization of your critical network security services and technologies, helping you to reduce your business risk through improved threat, vulnerability, and compliance management.

Supporting Business Requirements Throughout the Network Lifecycle

The Cisco Lifecycle Services approach to security helps companies realize maximum benefits from their Cisco network and security technologies and provides comprehensive protection as the network evolves. Your business environment continuously changes; the network and security infrastructure must be able to quickly adapt to new threats and continually align with your real-world business requirements. This flexibility is critical to mitigating risk, decreasing operational costs, and safeguarding business competitiveness. Through a broad portfolio of targeted end-to-end services, Cisco and its partners can help you better protect your business, capitalize on your security investment, and achieve your business goals throughout the lifecycle of the network.

Planning and Design Services

Cisco Security Technology Planning Service

Maintaining strong defenses against evolving threats is a constant challenge, and organizations must continually reevaluate the effectiveness of the defenses in place. The Cisco Security Technology Planning Service provides advice and technical guidance from Cisco security experts to more effectively support your security strategy, technology, and architectural decision making. Whether the focus is on deploying a new security solution, fine-tuning the existing security infrastructure, or creating an enterprisewide security architecture, Cisco security experts can help you make decisions that better protect your business and more effectively use your network security resources. The service provides ongoing analysis of both strategic and tactical initiatives to proactively provide long-term business security and risk management and the ability to respond to near-term security threats and intrusions.

Cisco Security Architecture Review Service

Network security experts no longer consider security to be just a product or a solution; they consider security to be an in-depth system that must be incorporated into every aspect of the business network. The best way to manage network security risk and compliance requirements is through a systematic, architectural approach to security that addresses the entire lifecycle of the network, built upon a standards-based network security infrastructure. The Cisco Security Architecture Review Service provides a comprehensive evaluation of your company's network security architecture, technology policy, and management practices. This analysis helps you strengthen your network security infrastructure, avoid unexpected costs, remove compliance exposures, and provide multilayer, "defense-in-depth" network protection.

Cisco Security Incident Readiness and Response Services

Although occasional security incidents are inevitable, the way organizations manage such incidents – and the degree to which they have proactively prepared for them – can make a big difference in their costs and effect on the business. Cisco Security Incident Readiness and Response Services provide an incident management methodology for more effectively detecting, reporting, and responding to suspicious activity in the network. These services help you protect your business's critical assets against security intrusions and disruption and reduce the time to resolution during a security incident through improved threat detection, prevention, and response. Three services are available:

- Cisco Security Incident Readiness Assessment Service
- Cisco Security Incident Readiness Design Development Service
- Cisco Security Incident Response Service

Cisco Security Posture Assessment Services

The first step in building robust security defenses is understanding your network's current security strengths and vulnerabilities. Cisco Security Posture Assessment Services provide a comprehensive evaluation of network devices, servers, desktops, Web applications, and databases in the network to identify vulnerabilities and recommend improvements to better protect business assets and resources. These services include:

- Cisco External Security Posture Assessment Service
- Cisco Internal Security Posture Assessment Service
- Cisco Wireless Security Posture Assessment Service

Cisco Security Unified Communications Review Service

Cisco Unified Communications – converging data, voice, and video onto a single network – can enhance employee productivity and reduce communication costs. To sustain these advantages, Cisco Unified Communications solutions must be secure and protected from disruption. The Cisco Security Unified Communications Service incorporates multiple layers of analysis to evaluate your organization's ability to secure a Cisco Unified Communications solution and to help you successfully prepare, plan, design, implement, and operate the solution. The service includes the following four components:

- Cisco Unified Communications security policy and procedure review
- Cisco Unified Communications system security design review
- Cisco Unified Communications network security design review
- Cisco Unified Communications vulnerability test

Cisco Security Design Service

Even when you understand the security threats, actually adapting the network security architecture to do so can be a challenge. A strong design and integration plan can increase the effectiveness of new security solutions, speed deployment, reduce integration costs, and safeguard the delivery of critical services. The Cisco Security Design Service provides expert assistance in developing a strong security design based on an in-depth, systemwide methodology and accepted industry standards. Because it takes an architectural approach, a security infrastructure designed by Cisco is built to evolve over time to support the deployment of new business applications and to enhance your organization's competitive edge. The Cisco Security Design Service includes two components:

- Security design review
- Security design development

Implementation Services

After an organization identifies the security enhancements that are needed, the solutions must be integrated carefully into the network and business environment without compromising network availability or performance. In the implement phase of Cisco Lifecycle Services for Security, services are delivered primarily through Cisco channel partners. However, for advanced security technologies, Cisco can work directly with its channel partners to provide service consulting. Cisco transfers knowledge to broaden and deepen the expertise of its channel partners and of your staff. Bringing sound security design principles and network integration expertise, Cisco and its partners can help you meet aggressive deployment schedules, reduce costly disruptions to network services and applications, and accelerate the successful implementation of critical security solutions.

Cisco Security Implementation Services include:

- Cisco Security Implementation Plan Review Service
- Cisco Security Implementation Engineering Service
- Cisco Security Incident Control System Implementation Service
- Cisco Security Monitoring, Analysis, and Response System Implementation Service
- Cisco Security Network Admission Control Implementation Service
- Cisco Security Agent Implementation Service

Technical Services

Cisco Security Technical Services, support the operate phase of the lifecycle, and help to ensure that Cisco products and your network operate efficiently, benefit from the most up-to-date system and application software, and effectively manage network services required to maintain high-quality network performance.

Cisco Security Center

Cisco Security Center provides early warning intelligence, analysis, and proven mitigation techniques to help security professionals respond to the latest threats. IT staff can access this site for the latest threat alerts, vulnerability analysis, and applied mitigation techniques developed by Cisco experts who use in-depth knowledge and sophisticated tools to verify anomalies and develop techniques that help ensure timely, accurate, and quick resolution to potential vulnerabilities and attacks.

Cisco Security IntelliShield Alert Manager Service

In order to protect mission-critical business services from network threats, organizations need timely, accurate, and credible security intelligence. However, with thousands of vulnerabilities reported each year, security personnel are constantly challenged to find the reliable, appropriate intelligence they need. The Cisco Security IntelliShield Alert Manager Service provides a comprehensive set of services for delivering the security intelligence your business needs to help prevent, mitigate, and quickly remediate potential IT vulnerabilities and attacks. This fully customizable threat and vulnerability alert service helps your IT staff easily access timely, accurate, and credible information about potential vulnerabilities in your environment – without time-consuming research.

The web-based Cisco Security IntelliShield Alert Manager Service allows you to define your unique networks, systems, and applications that make up your infrastructure, and define criteria using a standardized risk rating system to determine the threats and vulnerabilities that affect you. The service then provides notifications of filtered alerts and delivers only the relevant information to your business, providing your security personnel with the intelligence they need to take rapid action and protect critical systems.

Cisco Services for IPS

To protect against evolving network attacks, businesses need to take a comprehensive approach to security that integrates both intelligent products and ongoing technical support services. Cisco Services for IPS provide a critical complement to your Cisco IPS network protection. Cisco IPS solutions rely on an embedded library of signature files to monitor networks for malicious activity. Cisco Services for IPS provide ongoing signature file updates, operating system and application software updates, and hardware and software support to keep Cisco IPS solutions continually up to date and effective against new network threats. Additionally, Cisco Services for IPS customers have access to the Cisco Security IntelliShield Alert Manager search access feature, which includes easy access to Cisco IPS signature information correlated to IntelliShield Alert Manager alerts. This full-time support can help you better protect against security risks, reduce the potential effect of network threats, and enhance staff productivity and network availability.

Cisco Security Remote Management Services

In today's interconnected business environment, application performance is critical. Advanced applications such as those for security and unified communications can unlock new operational efficiencies and provide unprecedented levels of business protection, but only if they are built upon a secure, reliable infrastructure. Cisco Security Remote Management Services proactively manage

your IT infrastructure by anticipating, identifying, and resolving issues more quickly, more accurately, less expensively, and with more visibility than most organizations can achieve on their own. Whether you are considering the latest Cisco routers and switches, Cisco Unified Communications solutions, or innovative Cisco security solutions, Cisco Security Remote Management Services provide the comprehensive monitoring, issue resolution, and 24-hour network management you need to implement advanced solutions with confidence. Four services are available:

- Cisco Security Access Control Remote Management Service
- Cisco Security Intrusion Monitoring Remote Management Service
- Cisco Security VPN Remote Management Service
- Cisco IPS Signature Management Service

Cisco SMARTnet and SMARTnet Onsite

Even if your network is well-designed, and even if you use reliable Cisco solutions, unexpected problems can arise. If a problem does arise in your network defenses, you cannot afford to leave your business and your customers exposed. Cisco SMARTnet[®] service provides fast answers when you need them and helps you protect your assets and preserve access to critical applications. Cisco SMARTnet includes registered access to Cisco.com for online tools and technical assistance, access to the Cisco Technical Assistance Center (TAC), Cisco IOS software updates, and advance replacement of failed hardware. Together, these resources help you address any immediate issues that arise, while extending and enhancing the operational lifetime of your Cisco networking devices and Cisco OS software. Cisco SMARTnet Onsite combines the critical SMARTnet resources with the added assurance of hardware replacement from a trained Cisco field engineer. Cisco SMARTnet Onsite provides an extra degree of confidence that any hardware issues will be resolved by a skilled Cisco expert employing industry best practices.

Cisco Focused Technical Support Services

Cisco Focused Technical Support Services build on the core Cisco technical support services by providing more personalized support from the most skilled, highly trained Cisco engineers and technical staff members. You can receive the expert operational, technical, and engineering assistance you need from a world-class Cisco support team that is familiar with your operations and network infrastructure. With individual attention and streamlined support services, you can more rapidly restore service after a disruption, continuously improve the operational efficiency of your network and networking team, and increase the security and uptime of your Cisco network solutions. Three services are available:

- Cisco High-Touch Operations Management
- Cisco High-Touch Technical Support
- Cisco High-Touch Engineering

Cisco SMB Support Assistant

Today's smaller companies need to maintain a secure, reliable network just as much as large enterprises. But unlike large corporations, small and medium-sized businesses (SMBs) might not have a large in-house staff of network and security experts who can quickly respond to unforeseen issues and safeguard business assets. Cisco SMB Support Assistant provides support and tools to quickly resolve routine issues that might arise with Cisco SMB-class products. The program combines access to the SMB Technical Assistance Center, advance hardware replacement, software maintenance, and access to online tools and resources. Designed specifically to meet the

needs of smaller organizations, these resources provide the cost-effective network support you need to maintain operational reliability, protect critical assets, contain costs, and protect your network investment.

Cisco Software Application Support Services

Network security is a dynamic undertaking, with new threats attacking networks daily. To protect the integrity of your network and minimize downtime that can expose your business to attacks, you need to maintain the most up-to-date, optimized software and applications, as well as secure network hardware. Cisco Software Application Support Services strengthen the availability, reliability, and functionality of your Cisco software applications. Designed specifically for Cisco software applications, these services go beyond basic operating system software support by providing access to expert technical assistance, current software releases, and a wealth of technical information with registered access to Cisco.com. You can also choose to bolster software application services with support for major application software upgrades, as well as routine releases. Covering more than 100 Cisco software applications, including Cisco security management, access control, and threat prevention software, these services help you optimize and enhance the Cisco solutions you use to centrally manage and defend your network and protect your Cisco software investment. Two services are available:

- Cisco Software Application Support
- Cisco Software Application Support plus Upgrades

Optimization Services

Through a comprehensive set of assessment services, advanced network support and proactive consultations, Optimization Services help you increase the performance of your network infrastructure, enhance security and improve operational efficiency.

Cisco Security Optimization Service

As your business and network evolve over time, security solutions must remain aligned with security policies and compliance requirements. The Cisco Security Optimization Service supports you as you continually evolve your security system to meet ever-changing security threats, through a combination of planning and assessments, design, performance tuning, and ongoing optimization support for your Self-Defending Network framework and solutions. Increasingly, the network infrastructure is the foundation of the agile and adaptive business. As such, it is uniquely positioned as the platform from which a robust security solution is built. The Cisco Security Optimization Service helps you integrate security into your core network infrastructure, making certain your security is “built-in” rather than “bolted-on”.

Cisco engineers are experts in securing networks. With an intimate knowledge of Cisco advanced security technologies such as intrusion detection, admission control, remote access, endpoint protection, threat mitigation, perimeter control, and VPN, they have developed proven methodologies for optimizing security system performance based on years of securing some of the most complex networks in the world. Cisco engineers also possess a deep understanding of the types of threats facing today’s networks.

The Cisco Security Optimization Service includes eight components:

- Security technology planning support
- Security architecture review
- External security posture assessment

- Security technology readiness assessment
- Security design support
- Security performance tuning
- Security change support
- Security knowledge transfer

Benefits

Cisco Security Services allow you to more effectively protect your business from evolving network security threats, enhance security staff productivity, support compliance activities, and increase the value of your investment in a Cisco network and security infrastructure. This comprehensive array of services, delivered by Cisco and its certified partners, facilitates the strategic planning, design, implementation, operation, and optimization of your critical network security services and technologies. These services can help you avoid costly mistakes in the solution design and implementation process, while providing expert assistance in planning, building, managing, and optimizing robust, effective network defenses.

With Cisco Security Services, you can:

- More effectively ensure business continuity and network availability with a robust, end-to-end network security architecture
- Limit the damage caused by viruses, worms, denial-of-service (DoS) attacks, and other threats by enhancing security infrastructure defenses
- Quickly prevent, mitigate, and remediate potential threats through access to real-time threat and alert information
- Help meet compliance requirements by proactively identifying network compliance and regulatory gaps in preparation for internal and external audits
- Develop an incident response program that aligns network security technology, policy, and operations with standards and regulations requirements
- More effectively prevent disruption to essential business services through mitigation of known vulnerabilities in the network
- Shorten migration times for new security solutions by avoiding costly mistakes during design, implementation, and deployment
- Enhance the effectiveness of operations staff by strengthening their knowledge of security technologies, operational tools, and incident management procedures
- Lower operating costs, reduce network disruptions, and reduce the total cost of ownership of the network by helping to ensure consistent, global deployment of corporate security policy

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

The network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle Services approach defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that

joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

For More Information

For more in-depth information on each of the Cisco Security Services, visit <http://www.cisco.com/go/services/security> or contact your local account representative or Cisco partner.



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