Trustwave Security Technology Management

Your security technologies must be continuously monitored, tuned and updated to maintain their health and availability. Trustwave Security Technology Management takes on this burden for you with experts that can support both Trustwave and leading third-party products in existing environments and new deployments.

Trustwave Security Technology Management is a comprehensive set of services. Our professionals either install new or configure existing technologies, monitor health and availability, perform change management activities, and perform product and service updates so your systems have the latest security patches.

In addition to Security Technology Management, Trustwave provides a wide range of Managed Security Services (MSS) to help organizations to monitor for, detect, and respond to threats. These Threat Detection and Response services help organizations of all sizes improve their security posture and maturity.

Why Choose Security Technology Management from Trustwave?

Security technologies help protect your business. You need to take the time to protect them. This monitoring and management can be labor intensive though and it takes time and expertise to be done effectively. Offload this day-to-day management to Trustwave to:

- Immediately augment your existing team – Trustwave provides needed expertise from knowledgeable analysts so that your team can focus on strategic projects for your business.
- Gain peace of mind – Trustwave operates runs Advanced Security Operations Centers (ASOCs) worldwide. Rest assured knowing analysts in these ASOCs will monitor your technologies 24x7.
- Protect your current investments – Trustwave will manage a new installation or your existing deployment.

Benefits

- Leverage proven experts with experience managing technologies at thousands of customer sites around the world
- Protect your existing investments or have Trustwave manage new deployments
- Rest easy knowing your security technologies are monitored 24x7

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How it Works

The Trustwave Security Technology Management service consists of four key elements.

1. **Transition.** Trustwave experts will either install and ensure the proper configuration of existing security technologies. This step includes ensuring that all supported capabilities can be managed by the Trustwave SOC.

2. **Health & Availability Monitoring.** Through both automated means and manually by analysts in worldwide Advanced Security Operations Centers (ASOCs), Trustwave monitors security technologies 24x7 for health and availability and helps restore normal service operations as quickly as possible with minimum disruption. Our analysts will alert you via trouble ticket and phone, so you can quickly take corrective action.

3. **Change Management.** Perform change management activities, such as configuration or policy changes when requested. Policies will be set between you and Trustwave in advance as to what changes Trustwave can make on your behalf and within agreed-to timeframes.

4. **Product & Service Updates.** As your security technology vendors share product and security updates, Trustwave will apply them to ensure you have the latest security patches.

The TrustKeeper portal, available to you 24x7, serves as a central repository for you to make and track requests to Trustwave and records updates and changes made by Trustwave analysts, so you always have visibility into your managed environment.

Additional Solutions & Services

Organizations looking to even further improve their security posture can consider the following Trustwave Threat Detection & Response services:

- **Managed Threat Detection (MTD)** – Managed Threat Detection adds to the 24x7 monitoring and notification for security technologies by actively detecting and alerting you to advanced threats within your operations. The service combines a proprietary analysis engine to analyze and correlate events from a broad array of devices and solutions with industry-leading SpiderLabs Threat Intelligence and security expertise from SpiderLabs experts working in global Advanced Security Operations Centers.

- **Managed Detection and Response (MDR) for Endpoints** - A comprehensive service that delivers 24x7 monitoring and notification, incident response and remediation, as well as proactive threat hunting on endpoints. Being able to examine both endpoint data and the network device data collected by the MTD service gives Trustwave experts greater visibility and operational insight, which can lead to faster detection as well as better protection and mitigation strategies.

- **Trustwave Digital Forensics and Incident Response (DFIR) consulting** - Helps organizations quickly determine the source, cause and extent of the breach. Includes proactive IR services to help organizations solidify their security posture against advanced threats.