

# Stonesoft MSSP Service Offering

This brochure provides an example of Managed Security Service Offering. All service levels mentioned in the table below are easily configurable with Stonesoft Management Center.

MSSP SERVICE OFFERING - PROPOSAL		STANDARD	ADVANCED	PREMIUM
<b>Web Portal</b>				
Gen.	Web Portal access	-	1 account	5 accounts
	Localization	-	+	+
Reporting	Reporting frequency	Monthly	Monthly & Weekly	Monthly & Weekly & Daily
	Reporting detail level	Low	Medium	High
	Report delivery	Email	Web Portal / Email	Web Portal / Email
Logs	Visibility to logs	-	Access logs	All logs
	Visibility to alerts	-	+	+
	Third-Party device logs	-	-	+
Policies	Visibility to policy	-	Current Policy	All policy versions
	Ability to compare policies (see the latest changes)	-	-	+
	Policy display format	-	IP addresses and ports only	Element names and details
<b>Security</b>				
Availability	FW Clustering	-	+	+
	Multi-Link VPN	-	+	+
	Multi-Link ISP (Outbound load balancing)	-	+	+
	Multi-Link inbound + server load balancing	-	-	+
	FW/VPN availability requirement	99 %	99,9 %	99,99 %
Inspection	Inspection	Basic Inspection	Full inspection	Full Inspection
	Inspection level	-	Basic	Granular
	Cost for custom fingerprints	N/A	N/A	100€ / fingerprint
	SSL Inspection	-	-	+
	Incident handling (resolving started)	Within working hours	Within 6 hours	Within 2 hours
	Report about suspicious incidents	Notification	Email summary	Detailed report
Add-ons	Anti-Virus	-	+	+
	Anti-Spam	-	-	+
	Web Filtering	-	+	+
	Application Control	-	+	+
	QoS for predefined traffic types	-	+	+
Logs	Log archive (how long logs are stored in MSSP servers)	3 months	6 months	Year
	Log archive delivery to third party location	-	-	Monthly
Mobile Access	Concurrent IPsec VPN mobile users	-	10	100
	Concurrent SSL VPN mobile users	-	10	100
	Named Single-Sign-On users to cloud services	-	100	1000
	Authentication methods	-	SMS one-time password	MobileID Client / SMS

**STONESOFT**

**MSSP SERVICE OFFERING - PROPOSAL****STANDARD****ADVANCED****PREMIUM****Service**

	STANDARD	ADVANCED	PREMIUM
Support	Support level (email)	Basic (8/5)	Premium (24/7)
	Response time	24 hours	6 hours
	RMA handling (time within the device is replaced)	48 hours	24 hours
	Announcements about maintenance breaks	Email	Through Web Portal and Email
	Hot line support/assistance	-	Basic (8/5)
	Support web meetings	-	5h
	Security consulting	-	1 day / year
Changes	Free policy change requests / month	10	20
	Free routing change requests / month	5	10
	Cost for additional change requests	100 €	100 €

## Other benefits of using Stonesoft MSSP Solution

Stonesoft security platform contains a number of other features you can benefit from when providing security services for your end customers. You can increase the robustness of your service by adding high availability components into your MSSP environment and expand the service offering by monitoring customer's critical servers, switches and routers with the help of Stonesoft Management Center's Third-Party Event Management features. And all the security services the end customer sees can be fully customized with your brand and look and feel. All that along with enterprise-grade, AET-proof security service make your end customers satisfied.

**MSSP SERVICE OFFERING - PROPOSAL****STANDARD****ADVANCED****PREMIUM****Additional Security Services that enable you to reach the high availability targets and convince the customer:**

	STANDARD	ADVANCED	PREMIUM
HA	Management backups	Monthly	Daily
	Management high availability	-	+
	Log Server high availability	-	+
SIEM	Third Party Device Monitoring	10	100
	Third Party Device Log Reception	-	10 device types
Brand	Web Portal - customized look & feel	-	+
	Reporting - customized look & feel and localization	-	+