

What is Prodec RAMS?

Prodec RAMS is a service that provides additional functionality for Cisco, Fortinet and Palo Alto Networks firewalls. This service provides users with:

- 24x7x365 firewall health monitoring
- An alert via phone, email or SMS if there are any issues with the firewall
- Requested changes on the firewall made
- Regular quality reports on firewall activity
- Securely stored firewall configuration taking regular backup

Who would be interested in this service?

- The organisation has limited IT security skills and would benefit from expert engineers managing their firewalls and making changes as requested.
- The IT team is stretched and would benefit from one less device to manage.
- The organisation cannot proactively monitor the firewall solution and would benefit from the 24x7x365 firewall monitoring.
- Organisations often lack understanding of the traffic traversing their firewall and the protocols and applications that make up that traffic.

Prodec RAMS Q&A:



1. Who will be managing our firewall?

A team of highly certified security engineers based out of the Prodec Networks Headquarters in Twyford, Berkshire.



2. We have more than one firewall, can you manage them all?

Yes, each firewall instance will require a separate Prodec RAMS purchase. A firewall instance is a single firewall or cluster of firewalls in high availability.



3. Our firewalls are virtual, can we still use Prodec RAMS?

Yes, the solution can be purchased for a virtual firewall.



4. Our firewalls are internal, can we still use Prodec RAMS?

Yes, as long as the required connectivity and access is given to the Prodec team.

What will the service provide?

Reporting

The service will provide a report on firewall usage and elements monitored above on a quarterly basis.

Alerting

The service will alert you by phone or email when:

- Firewall down or unreachable
- High CPU or memory
- VPN down
- Unusual traffic volumes

Monitoring 24/7/365

- CPU / memory utilisation to ensure good function of firewall
- Interface connectivity status
- Firewall throughput to ensure traffic is flowing
- Site to site VPNs to ensure they are up
- Disks to ensure good health
- Firewall licensing to ensure they remain valid

Service (firewall changes)

- There are a number of changes included in the service and additional changes can be purchased
- Additional firewall changes are bought in packs on an annual basis
- Yearly change allowance is allocated pro-rata to and changes cannot be carried over between quarters
- The standard SLA for changes to be actioned and completed is 2 business days

Once initiated, the change process can take up to 2 hours to complete as the engineer will:

1. Review the change and analyse the impact of the change
2. Backup and securely store the firewall configuration
3. Perform the change
4. Check and monitor the firewall post change to ensure no issue
5. Backup the configure again

Prodec RAMS Plus+

If purchasing Prodec RAMS Plus+, in addition to the above services you will also receive:

- Annual review of the firewall where a professional security consultant will review the firewall and provide a multipoint report with commentary and recommendations on the solution.
- Double the change requests per annum.

	Standard	Plus +
24x7x365 Firewall availability and performance monitoring	✓	✓
4x7x365 Alerting by phone or email in the event of a firewall issue	✓	✓
Comprehensive reporting on firewall activity	✓	✓
Secure configuration back-up and storage service	✓	✓
An annual firewall review and report	✗	✓
12 changes per annum	✓	✗
24 changes per annum	✗	✓