



# Managed Palo Alto Networks' NGFW

Get the most value from your Palo Alto Networks' NGFW by choosing how much management control you want and selecting the service level that suits your needs.



# Making the case

Firewalls have become a de facto part of any network security defense posture and thanks to advances in threat detection they deliver an excellent line of protection against today's attacks. However, the danger comes as our trust in these devices has grown to a point where they are becoming "set and forget" technologies and, if unmanaged, the security they once provided can be lost.

This is where Teneo's Palo Alto Networks' NGFW Managed Service comes in. Our team of experts will not only handle all of the day-to-day notifications and actions needed to maintain good firewall health, they will also regularly review your deployment, software and licensing to ensure that you have the very latest protection that the technology offers.

This service forms part of StreamlineX, our innovative framework which enables IT teams to provide secure, optimized and observable connections between users and applications.

## Our approach



### Strategy

- Help you decide the right service level for your needs
- Expert guidance to maximize the value of your investment



### Scope

- Full SOW detailing all aspects of your managed service including our full service management process, KPIs and SLAs



### Transition

- Full design audit
- Pre-Service Workshop
- Set up our 24x7 proactive monitoring platform



### Operation

- 24x7x365 monitoring & alerting
- Proactive management
- Reporting & service improvement

## Service value

### Around the Clock Support

Get 24x7 support for your Palo Alto NGFW deployment and work with the same Teneo people, every time we're in contact.

### Proactive Monitoring

Proactively identify errors in near real-time and allow Teneo to take corrective action to get ahead of problems.

### Expert Advice

Get the best advice to understand what your Palo Alto NGFWs are doing, the activities and threats they are seeing and ensure you're licensed correctly.

### Cost Control

Stay up to date with service performance and receive our recommendations for improvements.

# Service levels

The following table outlines what's included in our Co-Managed and Managed Palo Alto NGFW Services.

	CO-MANAGED	MANAGED
<b>24x7x365 MONITORING &amp; ALERTING (USING FOLLOW THE SUN GLOBAL NOCS)</b>		
Onboarding performance status check	✓	✓
Monitoring of all included Palo Alto NGFW appliances	✓	✓
Proactive critical alert monitoring	✓	✓
Proactive major alert monitoring	✓	✓
Proactive minor alert monitoring	✓	✓
Proactive warning alert monitoring	✓	✓
<b>DAY TO DAY MANAGEMENT - INSTALLS, MOVES, ADDS &amp; CHANGES</b>		
24x7x365 Service Desk	✓	✓
Support ticket management through our support portal that ensures tracking and documentation of all tickets	✓	✓
Access to documentation and FAQs on both vendor's support site and the Teneo portal	✓	✓
Hardware support (Disk, Memory, Chassis, Network Interfaces)	✓	✓
Hardware replacement via RMA (based on maintenance level)	✓	✓
Adding or changing users and user groups		✓
Adding or changing Security policies		✓
Adding or changing QoS policies		✓
Adding or changing NAT policies		✓
Adding or changing PBF policies		✓
Adding or changing Decryption policies		✓
Creating or modifying VPN tunnels		✓
Implementing new features		✓
Software updates and patches	✓	✓
Managed RMA with remote support for swap out	✓	✓
<b>REPORTING AND SERVICE IMPROVEMENT</b>		
Quarterly report with executive summary	✓	✓
Regular service review calls with your Strategic Account Manager	✓	✓
Support ticket and SLA reporting analysis	✓	✓
Recommendations for service enhancements - technical & operational	✓	✓

# Service outcomes

- Protect your brand image, network and data with visibility and control of known and unknown threats
- Overcome the training and management barriers to invest in NGFW Technology
- Scale our service to meet the needs of your organization
- Simplify your security admin, yet extend your own capacity to monitor security 24x7
- Provide reporting on abnormal network behavior
- All routine management work is covered by a predictable monthly cost, saving you money in the long term

## StreamlineX

Teneo's Palo Alto Networks' NGFW Managed Service is part of StreamlineX, our innovative framework combining market-leading technologies that empowers network and security teams to embrace digital innovation and navigate the challenges of modern connectivity

The service forms part of the process to develop a multi layered approach to security using the StreamlineX framework, and adopting the principals of Zero Trust.

Find out more about [\*\*StreamlineX\*\*](#)

## Purpose Beyond Profit

In working with Teneo, you are helping to improve the lives of a million children around the world. [Learn more](#)

## About Teneo

Most Network and Security teams are overworked so making progress is a challenge. We securely connect users to their applications by combining leading technology with expert guidance. You stay in control, simplify your operations and keep ahead of the game.

Find out more at [\*\*www.teneo.net\*\*](http://www.teneo.net)

UK  
Teneo Ltd  
20/21 Theale Lakes  
Business Park  
Moulden Way, Sulhamstead  
RG7 4GB

T: +44 118 983 8600  
F: +44 118 983 8633

France  
Teneo France S.A.S.  
43 47, Avenue de la Grande  
Armée 75116  
Paris  
France

T: +33 1 55 51 30 38

USA  
Teneo Inc.  
44679 Endicott Drive  
Suite #355  
Ashburn  
VA 20147

T: +1 703 212 3220  
F: +1 703 996 1118

Australia  
Teneo Australia Pty Ltd  
Level 11, 64 York Street  
Sydney  
NSW 2000

T: +61 2 8038 5021  
F: +61 2 9012 0683