



Managed Security Services

DISYS Solutions Inc. (DSI) provides monitoring and management of network and security devices and systems. Our managed security services include Anti-Viral Services, Content Screening, Email Security Gateway, Firewall, Host IDS/IPS, Intrusion Detection, Log Monitoring and Management, Network Access Controller, Network IDS/IPS, Security Event Management, Security Event Information Management, Virtual Private Network, and Vulnerability Scanning. We have a team of technicians monitoring systems 24/7/365 in our Network Operations Center (NOC).

What is included?

DSI provides flexible, adaptable, and expandable services that ensure reliability and keep pace with technology, security, and business requirements. The customer is required to maintain a Smart Net contract for Cisco products and a Service contract for remaining items under the Managed Services contract. Managed Services are provided in three tiered levels:

FEATURES	TIER I	TIER II	TIER III
ALARM MANAGEMENT			
Alarm Definition	x	x	x
Alarm Categorization: Minor, Major, Critical	x	x	x
Event Management	x	x	x
Event Correlation		x	x
CHANGE MANAGEMENT			
Create Change Tracking Tickets		x	x
Change Implementation		x	x
Configuration Management			x
MOP Review			x
INCIDENT & PROBLEM MANAGEMENT			
Incident Management Ticket Creation	x	x	x
Incident/Problem Resolution Oversight		x	x
Manage Vendor & NOC-to-NOC Support Escalation		x	x
Facilitate NOC-to-NOC activities		x	x
Resolution Responsibility			x

DSI is a Cisco Master
Cloud & Managed Services Provider



FEATURES	TIER I	TIER II	TIER III
MONITORING			
Availability	x	x	x
Fault	x	x	x
Basic Performance	x	x	x
Monthly Reports		x	x
Configuration Back-Ups			x
NOC SERVICE DESK			
Single Number Reach to NOC	x	x	x
Alerts	x	x	x
Remote Support	x	x	x
Dispatch Request Facilitation		x	x
Third Party Services		x	x
RELATED SERVICES			
Client	x	x	x
Carrier		x	x
Third Party Vendor		x	x
SOFTWARE SUPPORT MANAGEMENT - NETWORK EQUIPMENT			
Maintain Software to Vendor			x
Configuration Back-Up Management			x
Bug Fixes			x

What does it cost?

DSI provides customized solutions based on your technical and financial requirements. We offer robust options that give you the best possible value. Contact our sales team for pricing details.

Why do I need it?

- ✓ IT becomes part of your business strategy instead of just a cost center
- ✓ More time to focus on core business
- ✓ More time to create competitive advantages and pursue new initiatives
- ✓ Peace of mind with 24x7x365 support

How do I sign up?

Contact our dedicated sales team today:

888-286-3896

sales@dsitech.com

DSI sales and technical teams will schedule meetings with you to customize a Managed Services plan that will suit your specific needs. You will be given a draft onboarding agreement for discussions and sign-up. The onboarding process will commence upon execution of this agreement.