Managed Firewall Service

Palo Alto Networks

Service Overview

Security threats to organizations have become a very real concern. Through either the demand for external communication and information or a remote workforce, the demand for monitoring and management of systems that secure a corporate network have become a critical focus and strain on resources for the groups that support them. Ingram Micro has developed service that will offload the monitoring, management and support of these systems.

Acting as a seamless extension to your team, Ingram Micro provides Managed Firewall Services which combines the best people, processes, and technology, lending technical expertise across all the myriad technologies your customers' infrastructures contain. By working with Ingram Micro, you can increase your service offerings to your customers as well as potential service attach from an underutilized bench.

- The number of breaches primarily caused by a misconfigured firewall went up 225% from 2020 to 2021
- Incidents involving firewall or network misconfiguration cost an average of 9% of a business's total revenue.
- Over 95% of ransomware bypasses network firewalls, and in 99% of cases, the firewall is misconfigured.
- It takes organizations an average of 149 days to discover a breach due to technical misconfiguration, and another 67 to remediate it.
- The average cost of a breach in 2022 is $4.35 million worldwide, and $9.44 million in the US.

Service Details

Service Benefits

- Fully managed Firewall
- Up-to-date protection
- Advanced technical support
- Accredited engineers
- Proactive monitoring
- Predictable Monthly expenses
- 24x7 monitoring

Service Features

- 24 X 7 X 365 firewall Monitoring and Management
- Firewall Log Archiving
- Management, VPN, policies, Rules, Configuration
- Software update and Optimization
- Intrusion Prevention Notification
- Change Control Management

Reports

- Support Summary
- Security Summary
- System Health
- Change Summary
- Network Summary
- Best practices

Exclusions

- SIEM Services
- Intrusion mitigation
- Endpoint management and monitoring
- Antivirus Management

Pricing

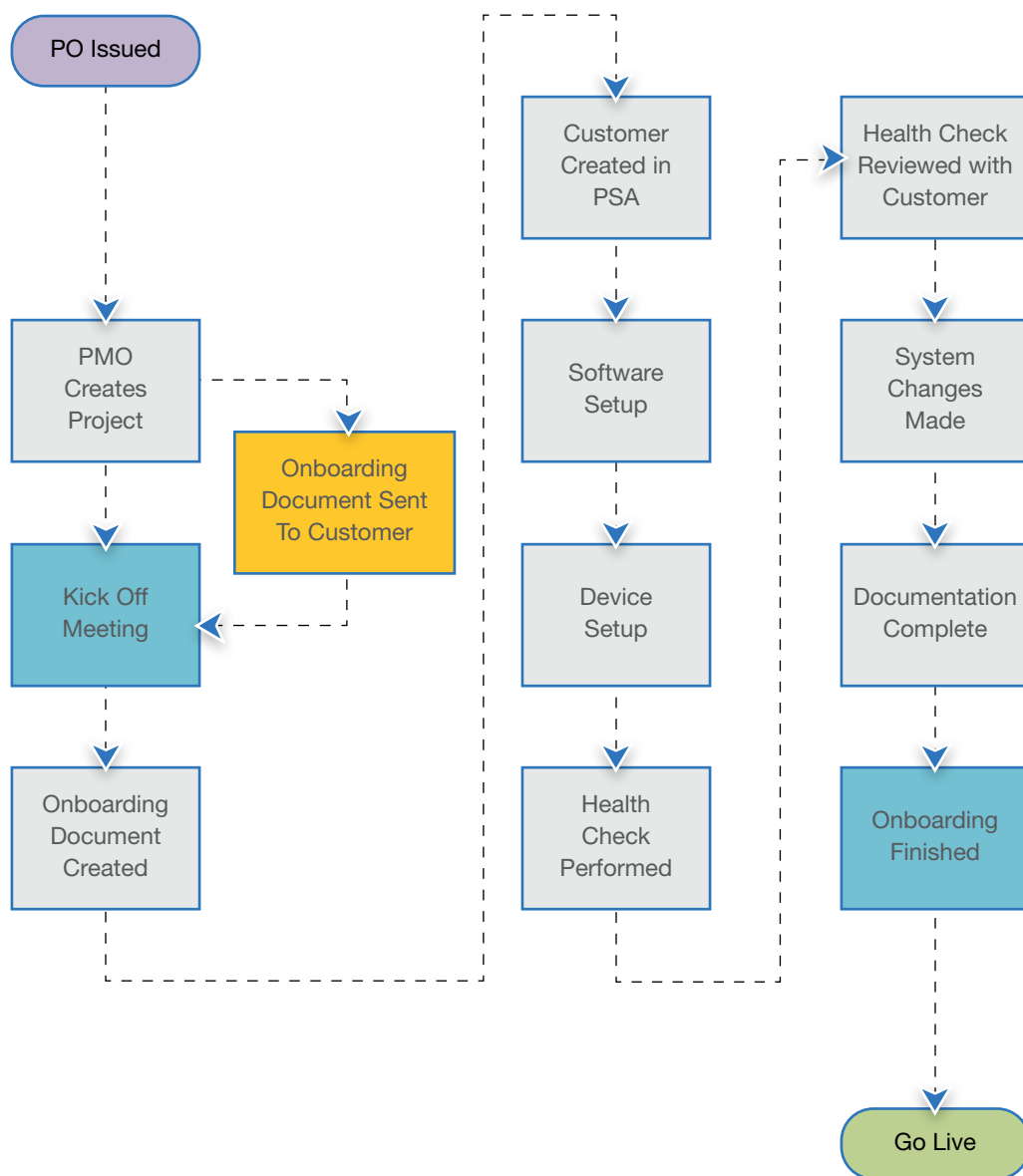| GROUP	SMALL	MEDIUM	MEDIUM
EXAMPLE SYSTEMS	PA-400,800	PA3000, 4000	PA-5000, 6000
MONTHLY PRICE	$250.00	$300.00	$350.00

Additions

- FWaaS – A new firewall can be included as part of the services and covered by a single monthly fee

Onboarding Process

```
PO Issued
   │
   ▼
PMO Creates Project ──────────┐
   │                          ▼
   │                  Onboarding Document
   │                  Sent To Customer
   ▼                          │
Kick Off Meeting ◄────────────┘
   │
   ▼
Onboarding Document Created
```

```
Customer Created in PSA
   │
   ▼
Software Setup
   │
   ▼
Device Setup
   │
   ▼
Health Check Performed
```

```
Health Check Reviewed with Customer
   │
   ▼
System Changes Made
   │
   ▼
Documentation Complete
   │
   ▼
Onboarding Finished
   │
   ▼
Go Live
```

Contact Us

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