



SUPPORT SERVICES

# SecureCall

## As the threat landscape becomes more complex, increasing demands are being placed on the technology used to protect organizations.

This often results in management of multiple vendor technologies, each with unique contacts, processes and escalation paths. IT teams have the difficult task of juggling improving service levels, increasing efficiency and reducing costs, and this often can't be achieved with outsourcing part of the IT function.

NTT's SecureCall service is provided by a dedicated and highly-skilled team of security experts that work as an extension of your technical support team, providing a single point of contact across multiple security technologies, enabling swift incident resolution. The team provides you with best practice advice to keep your security technologies up to date, maximizing your return on technology investment. We also assume responsibility for technical security support issues, managing all vendor correspondence and providing arbitration on your behalf.

## Service Level

SecureCall is offered with a single, optimized service level, SecureCall Premium. This is a global service offered 24/7/365. You can also purchase additional services to extend the coverage offered in SecureCall Premium, including:

## Technical Account Manager

The Technical Account Manager is an experienced security expert allocated to work with you and your organization. The account manager's role is to fully understand your business and its security infrastructure, to operate as a dedicated escalation point within NTT and to arrange regular review calls with your internal team.

## SecureHands

You will have access to the same highly-skilled team of security experts working within our SecureCall team. SecureHands provides a remote, flexible and modular approach to typical tasks needed to maintain operational readiness of your security technologies throughout their lifecycle.

This can include:

### Updates and Configuration Changes

Provides remote technical assistance for minor software updates, configuration changes and support for various end-of-life security technologies.

## SecureCall Benefits

- **Reduced support overhead:**  
We qualify all vendor correspondence and only pass on validated technical information
- **Keep ahead of the threats:**  
Our regular technical bulletins aim to provide timely information on patches, software upgrades and important technical advisories
- **Access to experts:**  
Support provided by security experts with multi-vendor experience
- **High call resolution rate:**  
We resolve over 80 percent of your service requests without the need to engage with the vendor
- **Reduced complexity:**  
We take ownership of the technical issue, arbitrating between vendors to resolve any issues where multiple technologies are used
- **Service flexibility:**  
Our security experts can deliver a number of complementary services to suit your requirements and budget

### Security Assessment Scan

The Security Assessment Scan provides you with a report on the vulnerabilities that a potential hacker could locate and exploit. This assessment consists of an external, unauthenticated scan of your perimeter IP addresses as defined by you and agreed in the Statement of Work.

### Security Technology Training

Security Technology Training provides remote training on vendor-specific issues such as troubleshooting, configuration, upgrades and admin tasks. The training is delivered remotely by one of our highly certified and experienced engineers using a combination of presentations, hands-on lab examples and Q&A time.

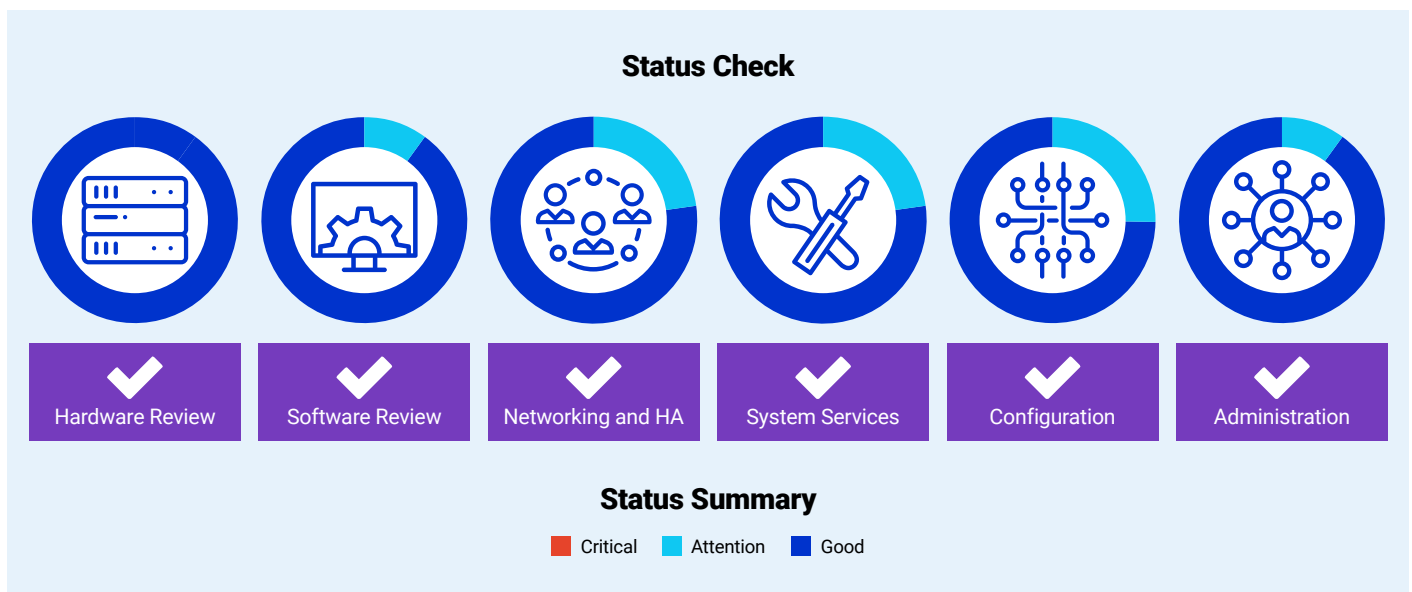
We also provide training on topics that are not specifically related to vendor issues.

### Technical Baseline Assessment

The Technical Baseline Assessment provides a comprehensive health check of your company's firewalls, web proxies, remote access devices and application delivery controller (ADC).

The assessment report will give you visibility into the performance of your security technology, and provide you with a detailed report prepared by a security expert through an in-depth analysis of your device.

Figure 1: Illustration of Summary of Findings. This example shows how the summary report gives you visibility into the performance of your security technology.



### About us

NTT is a leading, global technology services company. We believe that together we do great things. We've combined the capabilities of 28 remarkable companies to create one, leading technology services provider. Partnering with you, we empower your people, strategy, operations, and technology through our full range of unparalleled capabilities and services. Together we enable the connected future.

### Want to know more about our range of support services?

Visit [hello.global.ntt](https://hello.global.ntt) for details.