AVAYA

Avaya Global Services

Managed Incident Response and Forensics

In an age when technologies such as convergence and IP telephony are enhancing business efficiencies but also creating new security issues, Avaya Global Services offers a powerful solution for your business. Managed Security Services for Data is designed to deliver maximum protection and optimal security levels for multi-vendor data networks. It offers 24x7 proactive monitoring and security management support from the security professionals at Avaya— plus cutting-edge Managed Incident Response and Forensics from VeriSign, a leader in the managed security industry.

Two Industry Leaders, One Point of Contact

Managed Security Services for Data combines Avaya security management expertise with the latest VeriSign technology. Together, they leverage industry-best practices to provide a complete and measured response to any security breach.

Manage Security Services for Data offers a choice of packages and options, allowing you to select the security components that meet the needs of your network, your business, and your budget. By opting for Managed Incident Response and Forensic services, you get proactive planning and 24x7 handling of security incidents with guaranteed Service Level Agreements (SLAs). Best of all, you have one point of contact — Avaya — for ongoing data network security management.

Fast Response to Minimize Damage

In the first few crucial minutes following a security breach, a calculated and planned response is your best line of defense to prevent the compromise of critical business systems. Built on the five cornerstones of effective incident management — detection, assessment, forensics, containment, and recovery — Managed Incident Response and Forensics enable you to:

- Harness the expertise of expert cyber forensic investigators

- Establish a plan to quickly stabilize your network and data

- Analyze options to prevent further damage

- Preserve forensic evidence and strategize for full containment and recovery

- Establish a best-practices program for future incident management

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The Avaya solution enables you to respond quickly, confidently, and appropriately to security issues such as system compromise, virus infections, and denial of service attacks — so you can minimize downtime and revenue loss.

A Methodology Customized for Your Business

Avaya utilizes industry-leading policies, guidelines, and processes — including law enforcement evidence handling standards — to build a methodology for responding to security-related events. Avaya performs an extensive review of your infrastructure and availability requirements, to identify critical technology and staffing resources in your organization. This helps to ensure that appropriate management structure and plans are in place to handle network security incidents.

From there, Avaya customizes an incident response methodology guide, with a step-by-step process for detecting and reacting to incidents. Serving as your roadmap for effective incident response, the methodology guide includes decision matrices for establishing incident severity, escalation areas, and management decision points.

Avaya offers hands-on training to help ensure that your new incident response processes are put into practice. Awareness training and workshops also help employees understand their critical role in the incident management process and a security-aware business environment.

Detection, Documentation, and Recovery

Led by the industry experts in intrusion and incident detection, the Avaya Managed Incident Response team can quickly and reliably identify events that threaten your organization's security. A detailed triage process reveals extensive information about the scope, impact, and severity of events, enabling a faster and more complete prioritization of response activities. Data is reviewed to determine if, and to what extent, critical business systems have been compromised.

Using legally sound scientific and analytical techniques, Avaya identifies, gathers, preserves, and presents evidence that details the root cause and effect of an incident. Regardless of whether legal action is taken, forensic data is leveraged to drive effective containment, recovery, and system improvement activities.

Based on the identified root cause, Avaya deploys countermeasures to quickly halt the spread of the threat, minimize its damage, and avoid adverse impact on your organization's critical business functions. From there, Avaya helps restore damaged systems to a more secure operational state and provides recommendations for system hardening as well as policy considerations to prevent damage from future episodes.

Learn More

To learn more about Managed Security Services for Data and its Managed Incident Response and Forensics options, please contact your Avaya Client Executive. For more information about Avaya Security and Business Continuity Services, visit our Web site: http://www1.avaya.com/services/security/index.html

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About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications — and distinguished by comprehensive worldwide services — Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

reach

AVAYA
a higher plane
of communication