REDSEAL REMOTE ADMINISTRATOR
MANAGED SERVICE

RedSeal's Remote Administrator managed service augments your security team with a dedicated, skilled network security engineer who will maintain and administer RedSeal's network modeling and risk scoring platform. You'll have access to up-to-date network data from RedSeal available whenever you need it— and your data will never leave your premises.

Augmenting your security team

The security industry continues to be challenged by the lack of trained and qualified security professionals. To help you benefit from what CSO magazine calls, "a force multiplier for every other security device within a network", RedSeal is taking away the need for you to find one more security expert. RedSeal's Remote Administrator service gives you a model of your network that is continually updated so you can have accurate information to validate your security posture, accelerate your investigation, and increase your productivity—all of which will work to increase your network's digital resilience.

Managed service offering

RedSeal's Remote Administrator managed service makes RedSeal part of your security team. A skilled network security engineer will keep your RedSeal deployment up-to-date and operational. This includes a daily cadence of:

 • Reviewing your network model

 • Ensuring that data collection tasks are operational

 • Maintaining the topology map to ensure that new devices are properly placed

 • Checking to see that scheduled reports are executed and that the platform is performing as expected.

 • You just need to ask questions and learn from requested reports.

Requirements

• Access to your network (via VPN and Jumpbox)

• Since RedSeal is augmenting your team, not replacing it, we'll need contacts within your organization for ongoing configurations, credentials.

Availability

Service available internationally. Remote administrator available M-F during US business hours

REDSEAL DELIVERABLES

RedSeal will provide routine maintenance of your RedSeal deployment to ensure that the RedSeal model is up-to-date, complete, and accurate, and that the RedSeal appliance is in good working order. RedSeal will provide the resources for administrative functions associated with maintaining an existing model. These functions include:

- Daily operational review
  - RedSeal server health metrics
  - RedSeal data collection tasks
  - Scheduled reports
- Routine model maintenance
  - Adds, moves, changes to elements within the model
  - Configuring new data collection tasks
  - Scheduling new reports
  - Creating new topology groups and placing new devices and subnets
  - Removing stale devices and subnets
  - Resolving model issues to ensure all required parts of the network are included
- Weekly
  - Maintaining RedSeal appliance (physical or virtual)
  - Operational report
- Twice per year account review

CUSTOMER PREREQUISITES

- Operational RedSeal model
- Remote access to RedSeal server via Virtual Desktop Infrastructure (VDI) with access to the RedSeal deployment
- RedSeal administrator's toolbox on or accessible from the VDI server
- Customer contacts within
  - Network operations team
  - Network security or architecture teams
- Agreement from customer stakeholders to facilitate access to device configurations and/or credentials.

AVAILABILITY

Service offered Monday-Friday during US business hours