

INFORMATION SECURITY SERVICES

# Expert security management and consulting service



SUNGARD®  
**AVAILABILITY  
SERVICES™**



# Information Security Services from Sungard Availability Services

**Information Security Services delivers expert management of the design, implementation, and operation of enterprise-wide security programs. With flexible service options customized to your security and budget needs, we work with you to build an IT security posture that mitigates your complexity and minimizes threats.**

- **Advanced expertise** to optimize data security and business efficiency
- **Enterprise-class infrastructure** that's secure, highly reliable and continuously updated
- **Higher availability** backed by service level agreements (SLAs)
- **Operational excellence**, with state-of-the-art data centers and processes that support a broad range of general and industry-specific regulatory compliance requirements
- **Consulting services** that support strategic assessment, planning, and design, as well as remediation
- **Comprehensive, fully customizable** solutions that support business of all sizes and across industries
- **Cost-effective service** delivered in an OpEx model to help you avoid costly capital expenditures

## Proven expertise

Sungard AS Information Security Services are available for a broad range of security and compliance needs managed at one of our enterprise-class data centers but supporting your infrastructure regardless of its location. With Information Security Services, your infrastructure and applications are protected by industry-leading technologies and managed by certified security professionals with extensive experience in the assessment, design, implementation, operation support and remediation of some of the most complex network environments.

Our experts have experience supporting global customers while providing them with real-time intelligence and early warning to help prevent cyber-attacks from spreading. Many of our engineers also possess the Certified Information Security Systems Professional (CISSP) designation, which means they have the expertise necessary to design multi-layered security for in-depth defense.

## Regulatory compliance and operational excellence

Sungard AS data centers are certified to the ISO 20000-1 standard and are included in our annual SSAE 16 Type II audits. Service delivery is based on the ITILv3 best practices framework, and our data centers support compliance with PCI DSS, HIPAA, and a broad range of general and industry-specific regulatory compliance requirements.

## Strengthened security with reduced cost and complexity

Business must continue to balance risk against the balance sheet. Evolving your security posture while optimizing your infrastructure is key to business success. By allocating your resources to focus on strategic initiatives while adopting a OpEx model to support IT operations, management can maximize your IT investment.

Get the confidence that comes with service level guarantees covering security device performance and availability, along with rapid incident notification, simplified compliance reporting and a dedicated Sungard AS representative a phone call away.



A blurred photograph of several business professionals in a modern office hallway, walking and talking. The image is used as a background for the advertisement.

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**Managed Firewall and VPN Services**

**Managed Intrusion Detection and Prevention Services**

**Managed Unified Threat Management Services**

**Managed Web Application Firewall Services**

**Log and Threat Management Services**

**Identity and Access Management Services**

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## Managed Firewall and VPN Services

### Strengthen your first line of defense

Sungard AS Managed Firewall and VPN Services provides customers with state-of-the-art protection against Internet and hostile network attacks. The advanced, fully-outsourced firewall protects key information assets across networks, hosts, applications and databases. Client and site-to-site Virtual Private Networks (VPN) provide a first line of defense against hostile attacks from inside or outside the network.

Managed Firewall and Virtual Private Network (VPN) Services is the essential first line of defense against increasingly sophisticated denial-of-service attacks. The secure, low-cost solution provides a full suite of security measures to prevent unauthorized access to your network.

### Service features

- Up to five site-to-site or remote-access VPNs per managed firewall
- 24/7 monitoring, reporting, critical patch updates and resolution
- Event logs viewable for two days with 30 days available upon request

Serving as a first line of defense against hostile attacks, Managed Firewall and VPN is a primary element of a security solution. With a fully Managed Firewall and VPN, Sungard AS Security Team becomes an extension to any organizations IT Staff. Sungard AS provides management, monitoring, reporting, critical patch updates and resolution of Managed Firewall services. With Sungard AS vendor neutral approach and fully managed service, this service is a cost-effective solution that every company can afford.

**The service permits, denies, encrypts, decrypts, or proxies all traffic entering and leaving your security domains and can help prevent downtime caused by an external attack.**

### Managed Firewall and VPN Services

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## Managed Intrusion Detection and Prevention Services

### Fend off attacks before they impact your business

Managed Intrusion Detection and Prevention (IDS/IPS) Services enhance protection by proactively monitoring network traffic for suspicious activity inside or outside the network and sending alerts when security events require analysis or investigation. Real-time identification and prevention of actual hostile attacks with escalation procedures that begin the moment a potential threat has been identified.

The service includes both network and hostbased intrusion detection and prevention. For a higher level of security, the intrusion prevention service can be configured to block malicious activity proactively, before a threat becomes an incident, so attacks are stopped without intervention from Sungard AS or customer personnel.

### Managed Network IDS

Sungard AS Managed Network Intrusion Detection Services offers 24/7 monitoring of network traffic. When a potential attack is recognized, the service sets off necessary alerts, based on a customer's specific notification and escalation procedures. These alerts are actively monitored and managed by Sungard AS security engineers.

Critical intrusion attempts generate an open trouble ticket that details intrusion activity. Intrusion attempts, regardless of severity, are logged, with regular detailed reports generated for each attempt. In addition, a custom notification policy can be implemented, to ensure escalations are managed properly and false positive alerts are minimized.

### Managed Host IDS

Sungard AS Managed Host Intrusion Detection Service offers 24/7 monitoring of server traffic for suspicious behavior. Complementing Sungard AS' Managed Network Intrusion Detection Service, the Managed Host Intrusion Detection Service monitors server-based activity that network sensors are not designed to address, including encrypted traffic for repeated login failures. Critical intrusion attempts at the server level will generate an open trouble ticket detailing suspected intrusion activity.

Managed Host IDS features analysis of system and audit logs for signs of suspect activity and potential attacks. It performs integrity checking of key system files including Linux, Solaris, HP-UX, and Microsoft Windows.

**Sungard AS security professionals work with you to build a customized protection strategy that ensures maximum efficiency with minimal disruption to business operations.**

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## Managed Unified Threat Management Services

### A multilayered security approach to information security

Organizations struggle addressing security due to complexity and the sheer number of solutions needed to address the multiple threats. No one solution protects a company from all threats, nor does having every conceivable security application available if you do not have the expertise.

Sungard AS can provide managed services around the unified threat management (UTM) technologies. UTM devices consolidate multiple security applications onto a single platform such as firewall protection

with identity awareness and access control, intrusion detection/prevention, URL filtering, VPN, as well as supporting functions for web application protection and data loss prevention.

Reducing your risk and exposure is tantamount to the viability of your organization. Managing your security posture is not only about protecting your environment from nefarious acts, but it also supports your regulatory compliance requirements whether they come from government or industry entities.

**With Managed UTM Services, you not only get a comprehensive security solution, but you get the peace of mind that your security posture is being monitored, updated, and managed from security professionals that protect your networks, applications and data so that you can continue to focus on your business.**

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**UTM Functions/Applications**

- **Web Application Firewall:** Advanced protection for the entire web environment featuring the strongest protection against buffer-overflow attacks.
- **Firewall:** Provides advanced perimeter-based security protection securing applications, protocols and services featuring the adaptive and intelligent inspection technology.
- **Intrusion Detection/Prevention:** Delivers complete and proactive capabilities of identifying network traffic anomalies and notifying the administrator of the threat, or in prevention mode blocking the traffic altogether helping secure your network by timely and effectively

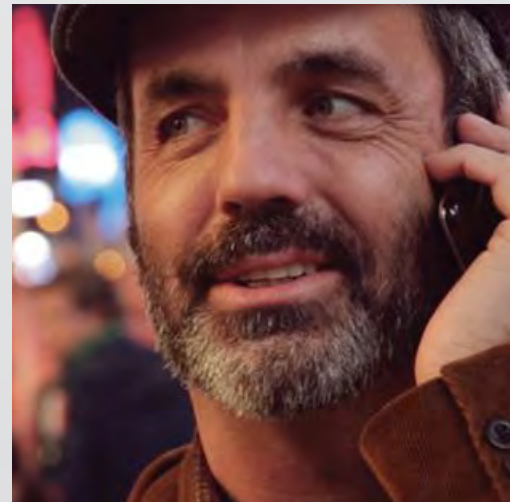
preventing browser and application vulnerability exploits.

- **Application Control:** Control access to over 4,800 applications and 240,000 social network widgets by creating granular security policies to identify, block, or limit use of web applications and widgets like instant messaging, social networking, video streaming, VoIP, games and more.
- **Identity Awareness:** Provides granular security policy at a per user, per group, and per machine level. It centralizes the management, monitoring and reporting of user actions across the internal network, its perimeter and beyond.

- **URL Filtering:** Control access to millions of websites, or just pages within the site, and set enforcements by time allocation or bandwidth limitations by category, user, groups, and machines.
- **VPN:** Secure connectivity for offices and end users via sophisticated Site-to-Site virtual private networks and flexible remote access.

UTM services provide a comprehensive and consolidated solution which provides robust protection at a significantly lower cost than deploying these applications as discreet solutions in your network environment.

Through different platforms, Sungard AS can offer these services at different throughput and performance levels in addition to providing our professional managed services using a OpEx model providing more predictability in your budgeting and often times at a lower cost than attempting to do it utilizing your own resources.





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## Managed Web Application Firewall Services

### Protecting environments from web-based threats

Sungard AS Managed Web Application Firewall (WAF) safeguards websites and business critical applications from threats such as SQL injection, cross-site scripting, and OS command injection as well as other emerging threats and zero-day exploits. The Managed WAF offering also supports your compliance and regulatory requirements such as PCI DSS 6.6.

With Managed WAF, Sungard AS eliminates the need for capital expenditures, ongoing maintenance, and platform/software updates. This offering is scalable, so when your network environment grows, your protection can grow with it, so there is no need to plan for future growth. With this offering, predictable budgeting can become a reality.

Traditional IT security does not do enough to protect against Internet-based attacks. A web application firewall (WAF) solution is designed to protect from web and web application exploits such as cross-site scripting and SQL injections. A WAF inspects incoming traffic and intercepts attacks before your application or your data are compromised.

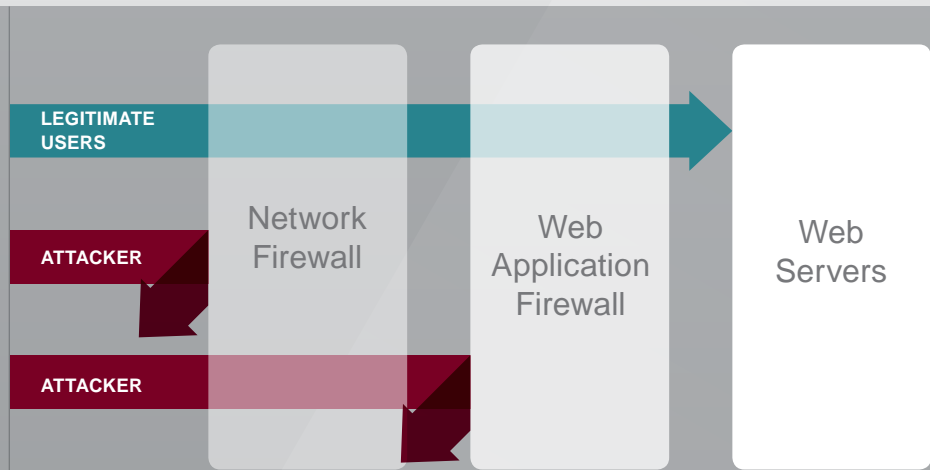
### Key Benefits

- Proven protection against web application attacks
- Supports compliance requirements like PCI DSS 6.6
- Can be implemented on-premise or in hosted environments
- “Always on” provisioning, configuration, monitoring and incident escalation

Many organizations are finding it increasingly difficult to configure, monitor and mitigate threats in their network environment because of the complexity of these security applications and the sheer number of solutions being installed. Add to this mix the frequency of changes that occur in a production environment, and now you have a perfect storm for oversight or a vulnerability to be exploited. Sungard AS Managed WAF offering provides 24/7 monitoring and incident escalation by certified security analysts, along with ongoing tuning and management of the WAF, giving your resources time back to focus on what is core to your business.

**Web Application-based attacks continue to outpace all other network threats.**

### How it works: process flow



## Log and Threat Management Services

### Stay compliant and defend your data

Sungard AS Log and Threat Management Services detect and defend networks and mission-critical data from security breaches and attacks. By using Sungard AS to manage your IT security, you avoid the cost and burden of complex security and monitoring systems. Instead, you receive robust protection from a security operations center staffed by experts in attack detection and mitigation.

All Sungard AS facilities participate in SSAE 16 Type II audits and support compliance with HIPAA, SOX, GLBA, CoBIT, and other regulations. GIAC-certified security personnel monitor and analyze threats 24/7 from a state-of-the-art security operations center.

Sungard AS Log and Threat Management comes with a 99.9% availability service-level agreement (SLA). Additionally, incidents are reported to your security team within 30-minutes of a detection of an attack or vulnerability.

As a subscription-based service, you have access to the latest software and signature databases, software and hardware upgrades, maintenance, and patches. An OpEx payment structure allows for rapid deployment and scaling as needed, with easy deployment in on-premise, off-premise, and hybrid environments.

### Threat Management

Sungard AS Threat Management is a comprehensive services package designed to address your regulatory requirements. Sungard AS' Threat Management solution layers vulnerability scanning and assessment on top of intrusion detection.

### Threat signatures and rules

The Sungard AS IDS signature database contains more than 45,000 signatures, with new signatures updated weekly and in real time. The rule set used to identify threats is consolidated from multiple sources using open-source, third-party collaboration, and custom rule creation.

### Vulnerability assessment

With unlimited internal and external scans and broad scanning capabilities, your network infrastructure, server infrastructure, and business-critical applications receive comprehensive analysis. Combined with built-in intrusion detection capabilities powered by Active Watch, Threat Management can help maintain compliance with a variety of regulatory requirements.

### Log Management

Sungard AS Log Management delivers on-demand collection, storage, reporting, and analysis of log data to identify suspicious activity.

### Log collection and parsing

The log management appliance allows for agent-less collection of Windows event logs, syslogs, and flat/text files. The logs are parsed using a large list of parsing rules updated regularly. Custom rules can be created and edited, and new parsers are updated monthly from multiple sources.

### Event Correlation and Notification

Log Manager + Log Review features a patented seven-factor threat scenario modeling and an advanced artificial intelligence correlation system. These combine custom and out-of-the-box correlation rules to detect suspicious activity and trigger automatic alerts. PCI-specific rules are in place to help ensure compliance with Requirement 10.6 of PCI DSS 2.0.

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## Identity and Access Management

**Sungard AS Identity and Access Management is a suite of services that delivers expert management of network and application authentication, authorization, and access.**

### **Control access to your environments Managed Access Services**

This service provides full management of the access environment, including access configuration, complete account administration, and security access control. Using best practices for security along with monitoring for abnormal or malicious activity at the user level, Managed Access Services can provide you with a high level of audit control and non-repudiation capability.

### **Malicious Traffic Management and Content Filtering**

Sungard AS experts manage a comprehensive security program for web, e-mail and FTP traffic that includes virus detection and elimination and malicious code scanning.

### **Managed Content Filtering**

To help prevent security breaches, reduce liability from employee activity, and optimize bandwidth, Sungard AS experts provide advanced content and malicious site filtering. The service includes analysis, configuration, setup, reporting and 24/7 management of the devices in your environment.

### **Managed Digital Certificates**

The Managed Digital Certificates service protects websites, Intranets and e-commerce activity using industry-leading SSL technology. Managed Two-Factor Authentication Secure access control using RSA two-factor authentication.

### **Client VPN**

Managed VPN access using a single-factor or two-factor log on.

Identity and Access Management supports Windows .NET/2000/2003/2008 servers, RSA and VeriSign Digital Certificates, WebSense, Active Directory, RSA – Ace, McAfee WebShield, Sun Solaris, Linux, AIX, HP-UX, and F5 – FirePass.

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## Information Security Consulting Services

The very nature of securing and protecting information is changing. In an increasingly complex environment resulting from endless attacks, mobile computing, data sprawl, and regulatory changes information security has to be a central topic of any company's strategic planning discussion.

But where security is concerned, most organizations still struggle to plan comprehensively, understand vulnerabilities, and implement solutions that are effective. Without these components, it is challenging to uncover and address the security gaps that put organizations at risk.

Sungard AS has a long track record of solving our clients' biggest security problems. You can rely on our proven experience and expertise to break down the barrier between strategy and actual execution.



Our Information Security Consulting Services are split into four key areas:

### Strategy and Design

We conduct full-fledged strategic planning and security design work for our clients in wide-ranging areas around security

- **Strategy.** Our methodology takes a holistic view to identifying your risks and building consensus on priorities.
- **Design.** We perform comprehensive security, privacy, and risk management program design and development, resulting in better structure, policies, and practices for your organization.
- **Virtual CISO Offering.** Many clients across all industries struggle for deep information security expertise. Sungard AS can tailor a Virtual CISO offering based on the specific needs of your organization.

### Technical-based Assessment

Do you know where your vulnerabilities and risks are within your architecture and applications? If not, with focused technical assessments, we can help our clients identify issues at various levels, from infrastructure to code.

- **Penetration Testing.** Regular External and Internal Penetration Testing can reveal security vulnerabilities and identify the risks of attacks on your organization. By using up-to-date techniques, emulating methods used by hackers, our Penetration Testing service provides a risk evaluation for an organization's external facing infrastructure, as well as internal systems behind the firewall. This service meets the annual penetration testing requirement defined in the PCI DSS and other regulatory requirements.
- **Vulnerability Testing.** While penetration testing emulates offensive attacks, vulnerability testing looks introspectively at your organization's defenses. We validate the strength of your infrastructure,

including your network, PBX/ telecommunications and other critical systems. Utilizing a Certified Information Systems Security Professional (CISSP), we proactively assess the overall health of your security architecture and various security configurations.

- **Web Application Testing** rigorously pushes the defenses of your web applications and services without peering into the code itself. It serves the needs of organizations who are deploying new web applications, for post-attack analysis, and to address audit and regulatory concerns.
- **Code Review.** With access to compiled code, we can conduct "white-box" testing, assessing the robustness of an application or system by examining how the code was written. White-box testing can validate whether code implementation follows intended design, achieves required security functionality, and that it does not contain exploitable vulnerabilities.



**Our clients appreciate the value of our:**

- PCI Qualified Security Assessor (QSA) organization and staff
- Certified Information Systems Security (CISSP) security professionals
- 24/7 US-based Security Operations Centers
- In-depth solution expertise that is vendor neutral.
- Experience and track record of success across different standards and the regulatory landscape (PCI DSS, HIPAA, COBIT, ISO 27000 series, Privacy)
- Certified staff for leading segmentation solutions (QSA, CISSP, CEH, CISA, GCFA, GCIH, GAIC, CRISC, etc.)
- Over 2,500 Information Availability experts including specialized Security Consultants.

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**Controls-based Assessments**

We analyze the maturity of your information security program, identifying gaps, weaknesses, and opportunities for improvement.

- **ISO 27002:2013 / NIST 800-53.** Our Enterprise Assessment is a risk-based, comprehensive gap analysis of an organization's Information Security program against the ISO 27002 standard. This service provides a scorecard, benchmarking against industry peers. It also provides programmatic and technical assessments, prescribing strategy for greater efficacy and efficiency.
- **PCI Compliance.** Sungard AS is a Qualified Security Assessor (QSA), providing required quarterly scanning and annual PCI compliance audits. Using our Enterprise Assessment methodology we can assist clients with PCI compliance readiness.
- **HIPAA.** Sungard AS provides assessments to ensure HIPAA compliance, along with design and remediation services. We can also scan your environment for potential Personal Identifiable Information (PII).
- We also provide **controls-based audits and assessments** on a broad range of other regulatory compliance requirements and best practices.

**Remediation**

As a result of the assessments, many different types of security flaws and vulnerabilities may be discovered, including gaps in security architecture, incident response methods, security policies and processes, etc. Our consulting staff can provide corrective guidance, or in an on-going manner operationalize changes. Sungard AS professionals work hand-in-hand with your organization to implement solutions and remedy issues.

- **Project-based Engagements.** Our consulting professionals can accelerate and extend your remediation plans through defined project engagements, performing policy audits, security incident management exercises, and training programs, just to name a few.
- **Staff Augmentation.** On an on-going basis, we can augment your IT security staff and capabilities. Our security experts can serve as your incident response team, conduct incident response planning, forensics testing, and assist with process/policy development.

**Data Governance**

Beyond direct information security services, we offer data governance service and guidance to help clients map and manage data, as well as the formal data-handling process within the enterprise, data control mechanisms, and data architecture. Through this service, we also provide recommendations, and additional data recovery assessments, to meet your overall data governance and regulatory requirements. Service includes risk assessment and program assistance.

**With our talented staff and comprehensive portfolio of information security solutions, you will have a helping hand to build an end-to-end security program that helps you protect your organization's sensitive data and assets, comply with regulatory challenges, and navigate the complex and ever-changing security landscape with ease and confidence.**



## Confidence from expertise

With Sungard AS Information Security Services, your infrastructure and applications are protected by industry-leading technologies and managed by certified security professionals with extensive expertise in the assessment, design, implementation, operation, support and remediation of the most complex network environments.

With more than three decades of experience, Sungard AS has created customized programs for companies facing a variety of security threats. That expertise and experience is why more than 7,000 companies choose Sungard AS to ensure the safety of their enterprise.

## Why choose Sungard AS?

More than 30 years of experience supporting complex IT operations and providing availability management.

Highly flexible tailored solutions to support customers' unique business and IT requirements.

Managed services ranging from hosting to virtualization to cloud, in a resilient, secure, enterprise-grade IT environment.

Breadth of services and expertise to transform and operate business-critical hybrid IT environments.

For more information please visit our website at:  
[www.sungardas.com/solutions](http://www.sungardas.com/solutions)

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### Sungard Availability Services around the world

**North America  
Corporate Headquarters**  
680 E. Swedesford Road  
Wayne, PA 19087  
800-468-7483

**Belgium**  
Pegasus Park  
De Kleetlaan 12b  
1831 Diegem  
Belgium  
+ 32 (0)2 513 36 18

**France**  
93, Cours des Petites Ecuries  
77185 Logne  
France  
+ 33 (0)1 64 80 61 61

**Ireland**  
Unit 5 Beckett Way  
Park West Business Park  
Nangor Road  
Dublin 12  
Ireland  
1 800 36 59 65  
+ 353 (0)1 46 73 650

**Luxembourg**  
6, Parc Syrdall  
L-5365 Münsbach  
Luxembourg  
+ 352 35 73 05 30

**Mexico**  
Carr. Toluca –  
Ixtapan de la Sal  
No. 556  
4º Piso  
Col. Hipico Metepec  
Mexico 52140  
+ 52 (722) 270 882

**Sweden**  
Sandhamnsgatan 63  
Box 27 157  
102 52 Stockholm  
Sweden  
+ 46 (0)8 666 32 00  
info@sungardas.se

**Sungard IT Availability  
(India) Private Limited**  
2nd Floor, Wing 4, Cluster D  
MIDC Kharadi Knowledge Park  
Pune – 411014  
India  
+ 91 20 673 10 400  
info.asindia@sungardas.com

**Sungard Availability  
Services UK Limited**  
United Kingdom  
& European Head Office  
Unit B Heathrow  
Corporate Park  
Green Lane  
Hounslow  
Middlesex  
TW4 6ER  
+ 44 20 8080 8002  
0800 143 413  
infoavail@sungardas.com

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#### About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

To learn more, visit [www.sungardas.com](http://www.sungardas.com)  
or call 1-888-270-3657

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