Managed Detect Response *Terms & Conditions*

Support Services:

Email support – 24/7 – mdr@Vizst Technology.co.uk

Incident response support – 24/7 (for SOC support customers)

Service provider will be our dedicated partner Bluedog Security – note VIZST TECHNOLOGY will receive a copy of your support request for any incident raised via email.

Bluedog SLAs:

Alerts and action taken within 15 mins.

Response times to emails within 1 hour

Service Scope:

Managed Detection
Your internal network will be monitored for malicious activity 24/7. An alert will be sent immediately when suspicious activity has been identified.

Rogue device detection

Continuously probing the network to find devices that shouldn't be there, reporting on new and re-appearing devices. Data gathered from this will help to enhance the managed detection service.

Weekly vulnerability scan on all internal IPs

Vulnerability scans help look at where the weaknesses are in the network. This way you can pay more attention to possible attacks at the most vulnerable points. Weekly reports help you to determine where the vulnerabilities are within your network, allowing you to act before the attackers have a chance to get in.

Service Definition:

Un-managed: VIZST TECHNOLOGY will supply a license to the monitoring along with the monitoring services with direct alerts coming via our partner, Bluedog to the end client. VIZST TECHNOLOGY will not be providing any managed services within this service definition. If VIZST TECHNOLOGY involvement is required additional charges will apply at our standard hourly rate.

Managed: VIZST TECHNOLOGY will manage the setup, monitoring and alerting as well as working on remediation of issues within this service at no additional cost. Where a breach is identified and out of hours work is required or where the level expertise requires VIZST TECHNOLOGY to engage with Bluedog these charges will be in addition to the monthly managed service offering.