Northdoor Managed Services:
IBM Guardium

Drawing on three decades of experience in complex infrastructure solutions for leading financial services organisations, Northdoor's Managed Services offerings enable our clients to focus more on their core business and less on the underlying technology. For all requirements – from full out-tasking of IT operations, to providing service-desk support for a single technology platform – Northdoor's expert IT services professionals help clients to keep mission-critical systems available and performing optimally at all times.

For all but the largest enterprises, investing in in-house support capabilities for all deployed technologies is likely to be economically unviable – and a distraction from the core business. It is also difficult to find and retain appropriately skilled technical staff, particularly where vital components may only require a handful of man days of administration each year.

Designed for companies seeking better control over sensitive or valuable data, IBM Guardium helps prevents leaks from databases, data warehouses and Big Data environments such as Hadoop, ensuring the integrity of information and automating compliance controls across heterogeneous environments. In particular, IBM Guardium:

- Protects structured and unstructured data in databases, big data environments and file systems against threats and ensures compliance.

- Provides a scalable platform that enables continuous monitoring of structured and unstructured data traffic, as well as enforcement of policies for sensitive data access enterprise-wide.

- Provides a secure, centralised audit repository combined with an integrated workflow automation platform to streamline compliance validation activities across a wide variety of mandates.

- Leverages integration with IT management and other security management solutions to provide comprehensive data protection across the enterprise.

- Offers pre-built reports (including GDPR reporting) to help businesses achieve compliance with regulations.

Companies that wish to benefit from IBM Guardium without the need to actually manage the software can now engage Northdoor to provide the technology as a fully managed service. Northdoor Managed Services for IBM Guardium provides access to expert monitoring and incident management within rigorous SLAs.

Northdoor's managed services are grouped under two brands: **ManageLine** and **ServiceLine**.

ManageLine offers proactive monitoring and full administration covering all aspects of support, assistance and best-practice advice. This helps ensure that the supported systems always remain operational and in optimal condition.

ServiceLine provides an external ITIL-compliant IT service desk that responds to technical queries and service requests for covered systems. Onsite assistance can also be provided to supplement in-house staff, to execute specialist support tasks or as an emergency reaction to an IT incident.

Both ManageLine and ServiceLine are backed by rigorous, client-defined service-level agreements (SLAs) and key performance indicators (KPIs). Northdoor tracks and manages all activity and provides detailed reporting back to clients on a regular basis.

northdoor
◦ Store IT ◦ Protect IT ◦ Use IT ◦

Platinum
Business
Partner

IBM.

Why Northdoor Managed Services?

With Northdoor Managed Services providing support for their IBM Guardium environment, companies can improve their focus on the core business, secure in the knowledge that the underlying technology is monitored, maintained and protected. Northdoor works to keep mission-critical systems available and performing optimally at all times, while our economies of scale enable higher quality of service at lower costs than our clients could achieve with the equivalent in-house personnel.

Particularly for smaller systems that may require only infrequent maintenance and interventions, retaining a dedicated full-time employee is not economically viable for the typical business (or sufficiently interesting from the employee's perspective to keep them in the job). Northdoor's technical team members benefit from intensive experience across multiple Guardium environments, backed by ongoing training and certification, enabling them to achieve true expertise.

Our economies of scale and expertise also enable Northdoor to eliminate clients' concerns around holiday and sickness cover for key in-house staff, as well as reducing the direct costs of employment. As a further financial benefit, the Northdoor ManageLine offering provides budget certainty through fixed-fee monthly pricing, with no hidden extras.

Whether clients choose ManageLine or ServiceLine offerings for just their Guardium environment or their entire spectrum of operating systems, databases, cloud systems and web servers, they deal with a single dedicated Service Delivery Manager who provides responsive, jargon-free communication to keep services in line with business objectives. This clarity in management further supports Northdoor's mission to enable clients to dedicate themselves to core business issues, leaving as much of the technology as they wish in the hands of our experts.

Managed Services for IBM Guardium

To ensure complete understanding of client systems and requirements, the ManageLine engagement begins with a comprehensive audit and review of the installed Guardium environment. During this review, Northdoor:

- Obtains configuration information for the software environment
- Provides a detailed report recommending best-practice improvements
- Documents the security configuration.

Once the SLAs are agreed, Northdoor sets up proactive health and performance monitoring via a VPN to:

- Automatically locate databases; discover and classify sensitive information within them
- Automatically assess database vulnerabilities and configuration flaws
- Ensure that configurations are locked down after recommended changes are implemented
- Enable high visibility at a granular level into database transactions that involve sensitive data
- Track activities of end-users who access data indirectly through enterprise applications
- Monitor and enforce a wide range of policies, including sensitive data access, database change control, and privileged user actions
- Create a single, secure, centralised audit repository for large numbers of heterogeneous systems and databases
- Automate the entire compliance-auditing process, including creating and distributing reports, as well as capturing comments and signatures.

Take the next step

To find out more about Northdoor Managed Services, visit https://www.northdoor.co.uk/solutions/managed-services