

# RemoteAdmin for Firewalls

Companies rely on their perimeter firewalls to keep their technology infrastructure secured against constant threats.

Keeping up with firewall policy and feature changes, regular monitoring, and patching are all challenging, yet critical success factors for companies leveraging SaaS and hybrid cloud technologies.

The **RemoteAdmin for Firewalls** service provides all routine firewall configuration changes, performed by highly skilled and trained security analysts, along with **GothamWatch for Firewalls** for 24/7 system monitoring and second-tier support.

The managed firewall environment can include any number of firewall appliances, in cluster or high availability configurations, and any number of supporting management servers.

Gotham currently provides this service for **Check Point**, **Fortinet**, and **Palo Alto** platforms.

**Contact your Gotham Account Manager for information.**

Our **RemoteAdmin** services keep systems running at peak efficiency for some of the world's largest organizations, and **our renewal rate tops 95%**. Flexibility in our offerings and a dedication to the highest levels of customer service are the foundation of our success. The services are competitively priced and include all the staff and systems necessary to meet agreed upon SLAs.

**RemoteAdmin for Firewalls - our support desk performs all routine firewall configuration changes, including:**

- Access control rules additions, changes, and deletions.
- Access control rules with user identity additions, changes, and deletions.
- User identity and Content Awareness rules additions, changes, and deletions.
- Application control rules additions, changes, and deletions.
- DLP, IPS, Anti-Bot, Anti-Virus changes.
- Threat Emulation, Threat Extraction changes.
- Anti-Spam and Email Security changes.
- NAT rules and routing additions, changes, and deletions.
- Patching and/or hotfixes when required.
- Platform/appliance system configuration.

**GothamWatch for Firewalls - 24/7 system monitoring and second-tier help desk support for firewall-related issues.**

This service includes:

- Automated Alerts.
- Monthly performance reports (as requested).
- Memory and CPU utilization monitoring and alerting.
- Interface utilization monitoring.
- Firewall log review.

#### Notes:

All services above are dependent upon valid licenses installed on the firewalls and management servers.

Installations, upgrades, and onsite services are not included in this service.

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