RECON™ MSP Guide

RECON™ MSP

Protecting your customers from cyber threats has never been easier

Based on NIST Cybersecurity Framework

RECON MSP is a range of white labelled managed security services offerings that address specific cyber security challenges on an affordable subscription basis. Our aim is to give you access to everything you need to deliver effective cyber security solutions to your customers. Each of your customers will have a slightly different set of requirements, plus you'll have your own varying requirements in terms of skills and resources. With so many variables, Tech Data has built a cyber security offering that is highly flexible and scalable.

The RECON MSP offerings are all easy to re-sell. However, the offerings themselves are designed, developed, deployed and managed by Tech Data's security engineers.

Why you should tap into RECON MSP's white label managed services:

- An easy way to offer your customers highly flexible and scalable subscription based managed services
- Remove the expense and burden of having all the necessary resources by outsourcing specific requirements on a temporary or permanent basis
- Tech Data's portfolio consists of tried and trusted IT vendors, giving you complete confidence and assurance in the technology.

Leverage Tech Data's expertise and resources from the following managed services:
- Managed Next Generation Firewall Services
- Managed Identity Services
- Managed Endpoint Services
- Supplementary services: Monitoring Services, Reporting Services, Support Services.

Managed Next Generation Firewall Services

Today, a next-gen firewall is the first line of defense against sophisticated malware. With an increasing number of threats, it is extremely important to gain more insights, so you can detect earlier and act faster.

The firewall has always been at the core of every organisations' security infrastructure. In recent years, firewall manufacturers have added many functions to their solutions that protect businesses against sophisticated malware. With a managed next-gen firewall, organisations of all sizes can get the deepest network and security visibility using built-in advanced security features like Application Visibility and Control, NGIPS, Advanced Malware Protection and URL filtering to detect and stop the most advanced threats and have their network protected 24/7.

Why next generation firewall?

- **Organisations are becoming ever more reliant on digital data that must be available from anywhere.**
  All organisations rely on data to manufacture their products or provide their services. This data takes many forms, from customer records to financial agreements and everything in between. At the same time this data is available to access anytime from anywhere. The benefits of high availability also comes with profound security risks and considerations.

- **With advanced and sophisticated threats, protecting the network is a priority.**
  The latest firewalls are integrated security solutions that protect against sophisticated malware. A well-known example of malware is ransomware, which holds your device or data hostage until you pay a ransom. Global losses due to ransomware are estimated to run to hundreds of millions of dollars.

Why is this an opportunity for you as a partner?

- **Security has become a strategic priority to ensure smooth business continuity.**
  Small and medium businesses are at greatest risk. Attackers know that small and medium sized businesses generally have less security and are easier to breach.

- **It makes sense to outsource the management of your firewall to experts you can trust.**
  IT departments often have multiple IT projects competing for time and attention. To help unburden these teams, Tech Data offers an affordable firewall managed service that partners can resell to their customers. Our cyber security experts will implement and manage your customers' firewall and IT security policies. Our experts will ensure data is always protected, while minimising risk without inhibiting the performance of their key applications – leaving your customer free to focus on other critical IT projects.

Tech Data provides a managed firewall security service that you can offer your customers without making huge upfront investments in skills, resources and technology.

Managed Identity Services

How can organisations make sure only the right person is accessing their valuable data and applications in a world without boundaries? A solid identity security approach starts with authentication.

Today we expect to be able to access data anytime, from anywhere on any device. The modern workforce resides in a world without boundaries. They access applications in the cloud or on premise, using all kinds of devices and are unbound to location or time. Users have rapidly expanded beyond the employee to include business partners, suppliers and customers - all of whom need on-demand access to software and data.

Why securing identity and access is important?

In today's busy IT teams, the goal isn't to simply authenticate each user, but to keep security strong while providing fast, convenient access. Instead of just a single data point (does the user have the right password or token code?), a good identity security approach incorporates multiple data points, leveraging context and user characteristics to help make better access decisions.

We will ensure the right people have access to the right data and applications.

Tech Data's Managed Identity Service goes beyond traditional identity and access management, using identity insights, threat intelligence and business context to provide secure access to all of your users, across all of your applications, from the ground to the cloud.

By examining a range of contextual factors and correlating them in hundreds of ways, in a dynamic and real-time decision making environment, we learn every day about users and their habits. As soon as we see that there is something different than the standard user's behavior, we will require additional step-up authentication to ensure that users really are who they say they are.

Why outsource identity authentication to Tech Data's experts?

- The service is built upon proven technology platforms from trusted market leaders like RSA. The platform is continuously monitored, with the option to fail over to backup; ensuring you enjoy high availability and reliability.
- Offer your customers exactly the right authentication option – including hardware and software tokens, biometrics, SMS authentication and more. Our Managed Identity Service integrates with over 500 cloud-based and on-premise applications and supports multiple mobile platforms.
- Simply authenticating a user is not enough to achieve identity assurance. Our Managed Identity Service can add efficient access requirements and automates access decisions based on risks associated with the areas users operate in, their physical location, application sensitivity, session and network information, device type - along with many other factors that are evaluated in real time.
- **Customised authentication shaped around organisational needs. Apply a risk based approach by adding business context. Enjoy a consistent user experience.**

Managed Endpoint Services

The only efficient method of managing and securing all endpoints, users, apps, content, and data is to deploy a solid endpoint solution that changes and adapts with new technology, more skilled users, and increasingly sophisticated attacks by hackers.

Of course this requires knowledge, expertise and resources not only to deploy, but more importantly to continuously manage the devices and ensure that security standards are maintained. Tech Data's certified engineers are ready to support organisations in the entire process from set-up to management, so that they can meet the modern workforce demands and keep their business running smoothly and securely.

Why organisations need endpoint security?

The most common endpoint protection is a traditional antivirus (AV) solution. This encompasses antimalware capabilities, which are mainly designed to protect against signature-based attacks. When a file enters your network, the antivirus will scan the file to see if the signature matches any malicious threats in a threat intelligence database.

Every entry point presents a potential gate for threats. Therefore, it is necessary for modern organisations to have visibility and control over Android, iOS, macOS, Windows devices and Internet of Things with cognitive UEM solutions. This will provide an extra layer of protection against fraud and data breaches with the help of malware detection services and remediation.

Tech Data's multi-vendor services approach delivers thorough and comprehensive Endpoint Management solutions for business.

Tech Data's Endpoint Management services provides your customer with the right platform to manage and secure the endpoints, including personal and corporate-owned devices across Android, iOS, macOS and Windows. It is used to deploy, lock, block and wipe smartphones, tablets, laptops and IoT devices over-the-air in minutes.

Customer challenges this solution solves includes:
- Control roaming and data costs on corporate owned tablets and smartphones
- Share, create and collaborate securely
- Preserve the mobile experience and bypass cumbersome less-than-secure VPNs
- Enable full and easy access to file shares and a host of other behind-the-firewall resources
- Separate work data from personal data, for strong data leak prevention
- Detect, analyse and automate remediation on devices compromised by mobile malware
- Enforce security on mail, apps and other resources.

Managed Endpoint Services - key features and benefits:
- Support from our certified engineers during the set-up period
- Set-up advice based on experience and best practices
- Tech Data processes change requests and implements changes for the endpoint configuration settings during office hours
- The managed environment will be monitored continually (24 x 7 x 365)
- Escalation handling up to four hours
- Regular reporting, depending on the subscription
- Quarterly or annual review visit or conference call, depending on subscription and location.

Monitoring Services

This service is ideal for monitoring your customer's IT infrastructure:

- Continuous monitoring 24x7x365
- No stand-by employee necessary
- Tech Data keeps the monitoring and alerting equipment up-to-date. Since you don't have to do the monitoring, you don't have to worry if you are up-to-date with your system. Tech Data will cover this part for you
- Escalation handling seven days a week. Depending on the service level agreement and within two hours
- We can rapidly detect hardware failures and when needed, replace faulty hardware (when covered with a contract).
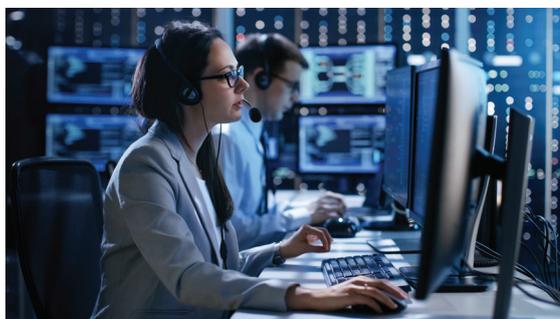
Reporting Services

Insight and information about your network:

- Detailed information about the traffic in the network
- Full monitoring and reporting service, delivered in an easy to read format. Plus advice and tips by security experts
- 'At a glance' overview of services delivered and problems resolved
- Full visibility and control over the assets monitored and reported on.

Support Services

One point of support across multi-vendor platforms:

- Access to team with experience and expertise in working with various security vendors
- Assurance that your customers always receive a high standard of support
- Phone support and troubleshooting assistance
- RMA requests handling (when a valid vendor support contract is available).
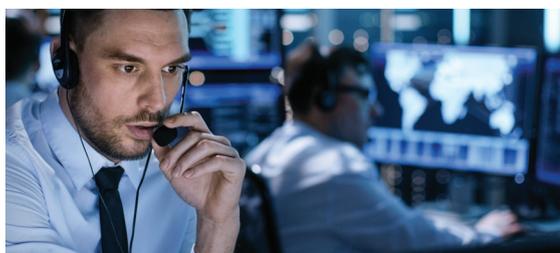
Request more information at **managedservices.info@techdata.com**

Partners Use Cases

Case 1

Project: Migrating to next-gen firewall

We were managing firewalls for our customers ourselves for a long time. But when the time came to migrate from stateful firewalls to the next generation line, we realised we did not have the skills and expertise to continue supporting our customers. We reached out to Tech Data to help us with the migration and configuration of the new devices. That's when we found out they were offering a white- label Managed Next-Gen Firewall service. We feel at ease outsourcing our business to Tech Data.
Customer contact is done through us, meaning we have full visibility on everything and we remain the trusted advisor to our customers.

"We feel at ease outsourcing our business to Tech Data, we have full visibility on everything and we remain the trusted advisor to our customers."

Case 2

Project: Start selling own label managed services

"We have put the managed service offerings on our own website, as it would be with our own services."

We are a small company focused on network infrastructure. It's great that Tech Data can offer their security services white-labelled. This gives us the possibility to do more in this area as well. We have put the managed service offerings on our own website, as our own services. For any opportunity, we contact Tech Data and discuss how we can fill this together.

Case 3

Project: Customer satisfaction on vendor focus

Many of the managed services Tech Data provides, we already provide ourselves. However, our engineers are trained on specific vendors. We were signing up a new customer that was very satisfied with the firewall vendor they currently had, which our engineers could not support. By outsourcing just the firewall management for this device to Tech Data, we managed to win the deal and could provide the customer with other products and services from our portfolio.

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RECON™ Security Suite

More services for you and your customers

The RECON Security Suite is an impressive range of subscription based cyber security solutions designed to make it far easier for you to protect customers against the common cyber security threats. Based around the NIST security framework, all the solutions in the RECON Security Suite are tried and trusted.

RECON™ Pro Serv

Security focused consulting offered by Tech Data and our trusted 'services only' partners.

RECON™ Risk

Using RECON™ Risk, your customers can load information about their threats, risks, vulnerabilities and capabilities into a quantitative modeling tool, which then advises the executive team on how to make business decisions based on the financial impact of mitigating those risks.

RECON™ Radar

Help your customers detect threats with RECON™ Radar, a solution built to discover, assess, and analyse all the wireless and wired devices accessing a network.

RECON™ SOC

As advanced cyber threats become more sophisticated and organised, so do vulnerabilities to your business. Stay safe with RECON™ SOC, our most advanced threat intelligence cloud based solution. Protect against cyber criminals from not only stealing your data, but installing crypto currency-mining malware, or using your system as a pivot point to other attack vectors.

RECON™ Restore

A portfolio of backup and recovery solutions that can restore a system from catastrophic ransomware or malware attacks.

You don't know where to start?

Start with the Premium Security Assessment

Tech Data's Premium Security Assessment Service helps identify vulnerable systems and applications. We use best-in-class cloud based scanning toolsets and techniques. It not only looks for unpatched systems, but checks for misconfigured systems, applications, and unnecessary services. The results of the assessment are reviewed by our security experts. The final output is a report that prioritises risks based on the likelihood of the vulnerability being exploited and the severity of the vulnerability. The report also sets out step-by-step actions to fix the identified vulnerabilities. From the report it is clear how susceptible a network is to a cyber-attack.

Reselling the Premium Security Assessment Service

IT providers are expected to help support their customers across a very broad spectrum of technologies. Sometimes this can be outside of an organisation's core expertise, or perhaps demand is such that it is over stretching the IT provider's technical team. As a global IT distributor, Tech Data understands the pressure customers are under. So whether it is to compliment or extend your existing capabilities, the Premium Security Assessment Service has been specifically designed to be resold by Tech Data's customers to their end customers. This allows you to leverage Tech Data's extensive cyber security expertise and tools when and where you need them, in order to grow your revenue profitably.

About Tech Data

Tech Data connects the world with the power of technology. Our end-to-end portfolio of products, services and solutions, highly specialized skills, and expertise in next-generation technologies enable channel partners to bring to market the products and solutions the world needs to connect, grow and advance. Tech Data is ranked No. 83 on the Fortune 500® and has been named one of Fortune's "World's Most Admired Companies" for eight straight years. To find out more, visit www.techdata.com or follow us on Twitter, LinkedIn, and Facebook.

More information

Please ask your local sales contact for additional information and documentation, or contact us at **managedservices.info@techdata.com** or by phone **+31(0) 402 502 620**

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