



KAZ Managed Anti-virus Service.

Powered by Symantec.

The cost-efficient method to comprehensively manage the risk of viruses and spyware across the organisation.



As organisations become increasingly dependent upon information technology to conduct business operations, it is imperative they take steps to protect their IT assets. If systems and networks are not properly secured and managed, they can expose the organisation to significant damage, including financial loss, liability costs and erosion of customer confidence.

One of the most common areas where organisations experience this impact with viruses and spyware is at the desktop and server levels. In 2004, 99% of businesses globally experienced virus attacks¹.

With Symantec anti-virus solutions managed by KAZ, your organisation can gain control of this business risk. By combining our people, processes and technology, your organisation receives the assurance it needs.

Total security related losses for organisations across the world in 2004 were in excess of USD\$141 million: the number 1 cause of loss was virus infections², costing USD\$55 million.

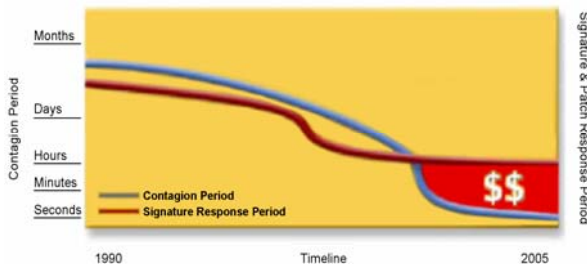
Key Benefits

The key benefits to your organisation are:

During July to December 2004, 7360 new viruses and worms were detected, an increase of 64% on the previous 6 months, and a 300% increase over the same period the previous year³.

- Reduced operational costs – potentially lower cost than companies can provide internally.
- Reduced organisational down time – proactive management to potentially reduce and eliminate virus outbreaks.
- All year round protection – 24 hours a day, 365 days a year, the service monitors and protects your business.
- Quality of service – backed by KAZ's rigorous service level agreements.
- Predictable cost model – fixed fee per month service based on the number of users with no capital costs.
- Complete visibility – with direct access to management analysis and reporting tools, clients can view status and important statistical information from anywhere.

Unfortunately, the time needed to detect and respond to outbreaks is greater than most organisations can manage so infections occur and spread more quickly - as shown below.



The diagram highlights how detection and response times have been dramatically reduced from months to minutes in recent times.

Key Features

The key features of the KAZ Managed Anti-virus service are:

- Complete coverage – coverage across all mobile, desktop and server environments.

- Vendor independent – manages Symantec, heterogeneous or other major vendor products.
- 24 hour incident response capability – the service is monitored on a 24 hour, 365 day basis with a team ready to respond and manage issues.
- Management dashboard – a secure management portal to view status of service.
- Reporting – regular reporting to management on service metrics and security statistics.
- Service desk integration – automatic ticketing integration with Peregrine and Remedy service desks.
- Fixed contracts – fixed price agreements based on 3, 4 and 5 year periods.

Our Approach

As the approach is not product driven, KAZ and Symantec take a methodical, process oriented approach to ensure success. This involves:

- An analysis of the client's current network and internal processes.
- Establishment of a transition plan for moving to the new service.
- Design, build, test and transition to the service.
- Ongoing reporting, maintenance, monitoring and incident response services.

To achieve this in a cost effective manner, KAZ and Symantec:

- Establish automated processes and capability through world leading technology.
- Utilises the best industry experts to rapidly and efficiently manage the service.

We ensure this approach is globally consistent and repeatable with a quality outcome by:

- Using tried and tested practices integrated into your business processes.
- Establishing automated workflows to manage programs of work.

Simply put, KAZ and Symantec use best of breed technology, expert people and proven processes to create an integrated management

practice. We establish and maintain three important activities around this service:

1. **24x7 monitoring and incident response** – automated services track and notify incident response teams of potential and actual issues.
2. **On-demand management reporting** – baseline and risk snap shot reporting for operational and executive management.
3. **Workflow management** – automated remediation and activity tracking integrated into major helpdesk ticketing systems such as Peregrine and Remedy.

These activities are delivered by expert staff trained and experienced in security risk management to ensure maximum protection for your business.

Symantec

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability and integrity of information - whether it is protecting personal information on a PC or building a global IT infrastructure that is safe, resilient and flexible. With over 4000 engagements worldwide every year, Symantec understands the issues clients face and the best methods to manage them.

More information: www.symantec.com

KAZ

An independently managed subsidiary of Telstra, KAZ is the largest Australian owned ICT company and a leading provider of managed IT services. With skilled resources, a detailed knowledge of infrastructure and processes and continuous client engagements, KAZ has the expertise to lower the cost, complexity and risk of information security management.

More information:

Ph 1300 665 722 www.kaz-group.com

¹ Source: ICSA

² Source: CSI/FBI

³ Source: Symantec Internet Security Threat Report VII