

# Managed Security Product Sheet

## Managed Security Plus and Managed Security Advanced

Rosh Tech Managed Security solutions provide customers with an enhanced IT security service to increase protection against cybercrime and hackers.

### Managed Security Plus 2024 is comprised of

- Webroot security awareness training
- Webroot DNS protection
- Datto advanced Malware protection
- ThreatLocker
- Security scan and penetration test annually

### Managed Security Advanced 2024 is comprised of

- Webroot security awareness training
- Malwarebytes Endpoint Detection and Response
- Malwarebytes Vulnerability and Patch Management
- Malwarebytes DNS
- Datto advanced Malware protection
- ThreatLocker
- Rosh Tech SIEM service (security information and event manager)
- Security scan and penetration test 6-monthly

### Both managed security services Include

- Management of above software platforms
- Proactive security updates
- Responses to known device vulnerability alerts
- Logging of support tickets with network vendors
- Incident updates to customers
- 24x7 monitoring and alerts (note Rosh Tech's support desk does not work 24x7)

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## Excludes

- The following scenarios are not included in Rosh Tech's fixed-price Managed security solutions
  - o Support for other Managed services (eg: Managed IT, Managed Voice)

### Project work such as

- o Installation of new network equipment
- o Disaster recovery plan
- o Disaster recovery projects
- o Rectification of damage caused by malicious software/actions (eg. Virus/Hackers)
- o Rectification of damage caused by cybercrime
- o Repetitive failures where recommendations to replace items are ignored
- o Failures due to out-of-date operating systems and software

Should services like the above or other out of scope work be required, they will be charged at fixed fee rates or on the basis of hourly rates as set out here (<https://roshtech.com.au/fixed-fee-services>) or treated as fixed-price projects.