



IMTECH TELECOM UK CASE STUDY

IMTECH TELECOM PROVIDES 24/7 SUPPORT FOR NTL:
TELEWEST BUSINESS MANAGED SECURITY SERVICES



In conjunction with its extensive range of internet connectivity solutions, ntl:Telewest Business offers customers a Managed Security Service to deliver optimum network performance and robust protection.

The Managed Security Service uses the Juniper Networks NetScreen series of purpose-built, high-performance integrated firewall and Virtual Private Network (VPN) security systems, which are designed to deliver high-performance capabilities for large enterprise networks.

Using the Juniper Networks NetScreen technology in conjunction with the ntl:Telewest Business Managed Security Service, companies can maintain high levels of security, even when using the public internet to send and receive data, without compromising performance.

24/7 Support

ntl:Telewest Business supports the NetScreen internet security products with a service level that provides around-the-clock management by dedicated Security Operations Centre engineers and comprehensive Service Level Agreements (SLAs) to give customers complete reassurance.

Imtech Telecom plays a key role in ensuring that ntl:Telewest meets the SLAs set out in its Managed Security Service. Working as part of ntl:Telewest's team, Imtech Telecom provides 24/7/365 support services for the current installed base of 120 customers that have the NetScreen products deployed. This includes hardware replacement and dispatching engineers to any UK location within 4 hours.

Professional Services

Where appropriate, Imtech Telecom also provides a vast range of professional services for ntl:Telewest's Managed Security Service. Imtech Telecom's team of highly skilled network security specialists, with particular expertise in the Juniper NetScreen technology, can be called upon to provide additional support services that encompass: defining end user security strategies; network security design; product training; and project management. Through the delivery mechanism of Imtech Telecom's CONNECT service, these professional services are provided as and when appropriate to ntl:Telewest's end customer or the ntl:Telewest network.

Stephen Beynon, Managing Director of ntl:Telewest Business

"Remote working brings many benefits, but UK companies worry about the security implications of connecting home workers, remote branches and 'on the road' employees to the corporate network via the public internet. Our Managed Security Service provides customers with reliable, high-performance internet connectivity and Imtech Telecom's CONNECT service plays an integral role in ensuring we can meet our SLAs."