MANAGED & CO-MANAGED FIREWALL SERVICE

PROTECT

The product bridges the gap between unmanaged firewalls and comprehensive security services such as MDR.
The aim is to ensure traceable, audit-proof firewall operation with predictable performance.
Managed model: Full operation by us
Co-managed model: Shared responsibility with customer IT (access approval & change coordination)

SERVICE MODULES PER PACKAGE

Module / Function	Bronze 🟠	Silver ⚪	Gold 🟡
Establishment of rules and regulations	one-time incl.	one-time incl.	one-time incl.
Security updates (critical)	one-time incl.	incl. (immediately)	incl. (immediately)
firmware updates	every six months	quarterly	monthly
Configuration changes / month	5	10	unlimited
remote specialist advice	1h / month	3h / month	5h / month
Response to firewall alerts	weekdays 8 a.m. – 6 p.m.	werktags 8–18 Uhr optional 24/7	24/7 incl.
Co-management access		yes	yes
on-site service	no	optional (extra)	1x quarter incl.
annual report	no	yes	Yes (with rec.)
Flat rate (starting price)	no	590 €/month	890 €/month
contract period	290 €/month	12 month	12 month
Optional 24/7 incident alarm handling	12 month	249 €/per case	inclusive
	not possible		

MH SERVICE — WORLD OF FORENSICS