

Beyond. IT Security

Wouldn't you like to safeguard the integrity of your networks and maintain business continuity round the clock?

Security is at the heart of nearly every organisation today. It is also in our hearts. It's more than you might expect, and that's just the point. That is what sets us apart. Let us take you beyond the headlines. Beyond your expectations - To the things that really make a difference.



Beyond. IT Security

Deliver against expectations... Anticipate the unexpected.

Effective business continuity is all about dealing rapidly and responsibly with the realities of today's world. Security breaches are becoming more frequent and sophisticated. Regulatory authorities are mandating large organisations to address enterprise security at the highest level of management. You need to maintain network security and operational resilience while maintaining ruthless efficiency, productivity and customer care. That's what you want, no doubt. It's what every organisation wants – most just aren't aware of how to do it.

We are BT Frontline: a regional IT service provider serving organisations from multinational, enterprises and Government sectors. With us, you'll discover a new kind of services company, one that provides total end-to-end security solutions through a unique blend of skills and platforms. We understand your challenges, and we take a full lifecycle approach in resolving complex security problems in alignment with your business objectives. With Our IT Security Services, we apply deep industry expertise, pioneering research and propriety tools to design and build secure eBusiness solutions.



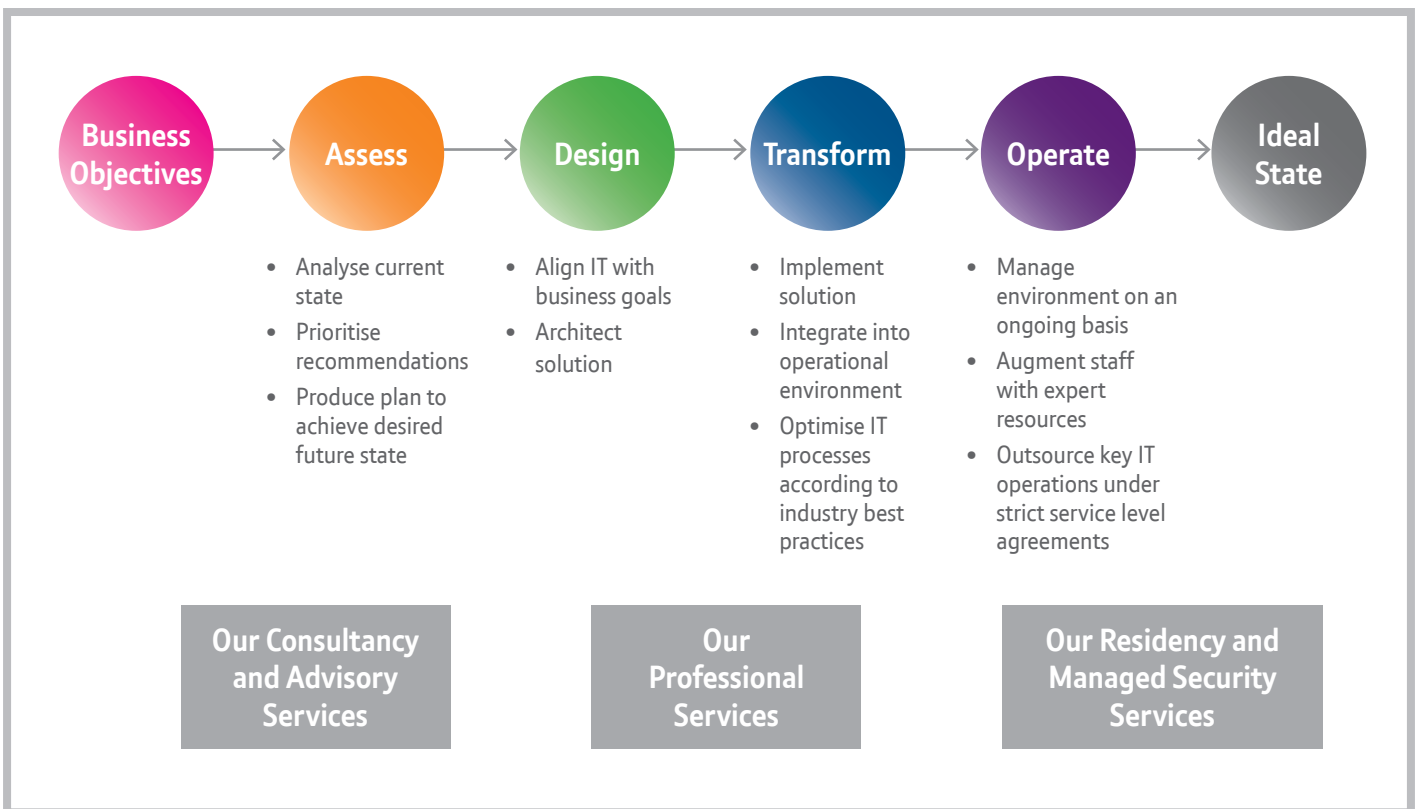
Our end-to-end security solutions include:

- IT Consultancy and Advisory Services
- IT Security Professional Services
- Residency and Managed Security Services



CERT NO. 2004-1-0622
SS ISO 9001 : 2008

Our Security Propositions



“Safeguarding client transaction processing, data and securities holdings, is a high priority for us, we are confident that BT’s Managed Security Systems will move us even closer to zero-tolerance levels.”

Euroclear

Beyond. IT Security

IT Consultancy and Advisory Services

Businesses understand that there is a constant need to protect their assets and information. The proliferation of increasingly complex, sophisticated and global threats to information security, in combination with the regulatory compliance requirements and budgetary pressures, businesses must increasingly focus on the management of risk when addressing insecure software and applications and develop appropriate security strategy to the achievement of their business objectives.

Our consultants are able to help you recommend comprehensive and actionable deliverables, offer unparalleled application and infrastructure security expertise and build security strategy tailored to your business needs. Our security centre of excellence conducts ongoing research and security best practice development.

Our portfolio of consulting services include:

Secure Application Services

- Application Development Lifecycle Review
- Application Penetration Tests
- Application Design Assessment
- Application Code Review

Strategy Services

- Security Strategy Development
- Security Program Evaluation
- Vendor Security & Third Party Risk Assessment

Secure Infrastructure Services

- Network Architecture Assessment & Design Review
- Network Penetration Assessment
- Network Vulnerability Assessment
- Wireless Security Assessment
- Security Device Configuration & Policy Assessment
- Host Vulnerability Assessment
- Host Hardening & Secure Build

Compliance Services

- Regulatory & Standards Compliance Assessments
- PCI Assessment
- ISO27001/2 Gap Assessment

Operations Services

- Security Policy Assessment
- Incident Management Design & Staffing
- Cyber Attacks & Countermeasures
- Security Awareness Program Development

Strong performer

BT Global Services ranked as a Strong Performer™ in “The Forrester Wave™: Managed Security Services, Q3 2010”

Forrester Research, Inc – Aug 2010

IT Professional Services

In today's business environment, it is paramount to ensure the integrity and reliability of your corporate data while enabling easy access to business-critical information. Our full turn-key solutions coupled with our expert professional services ensure best practice deployment achieving maximum return on investment.

Our key business and technology focus areas include:

Application

- Trusted Identities
- Access Management
- Single-Sign-On
- Database Security
- Email Security

Endpoint

- Multi-Level Protection – Anti Virus, Firewall, Intrusion Prevention System, Network Access Control

Network

- Firewall
- Intrusion Prevention System
- Network Access Control
- Secure Gateway
- Network Monitoring
- Distributed Denial of Service Mitigation

Management and Compliance

- Security Information and Events Management
- Vulnerability Management
- Data Loss Prevention

BT Frontline Deployment Approach



Collaboration with clients to determine current demands and existing technology challenges



Review architecture, infrastructure documentation and technical configurations



Architecture design and planning of the proposed solution



Collaborate and agree on the plan and design of new technology or modifications to existing security solutions



Deployment of the Solution utilising qualified consultants



Documentation of the deployed solution and configuration



Peer review and quality controls on final deliverables

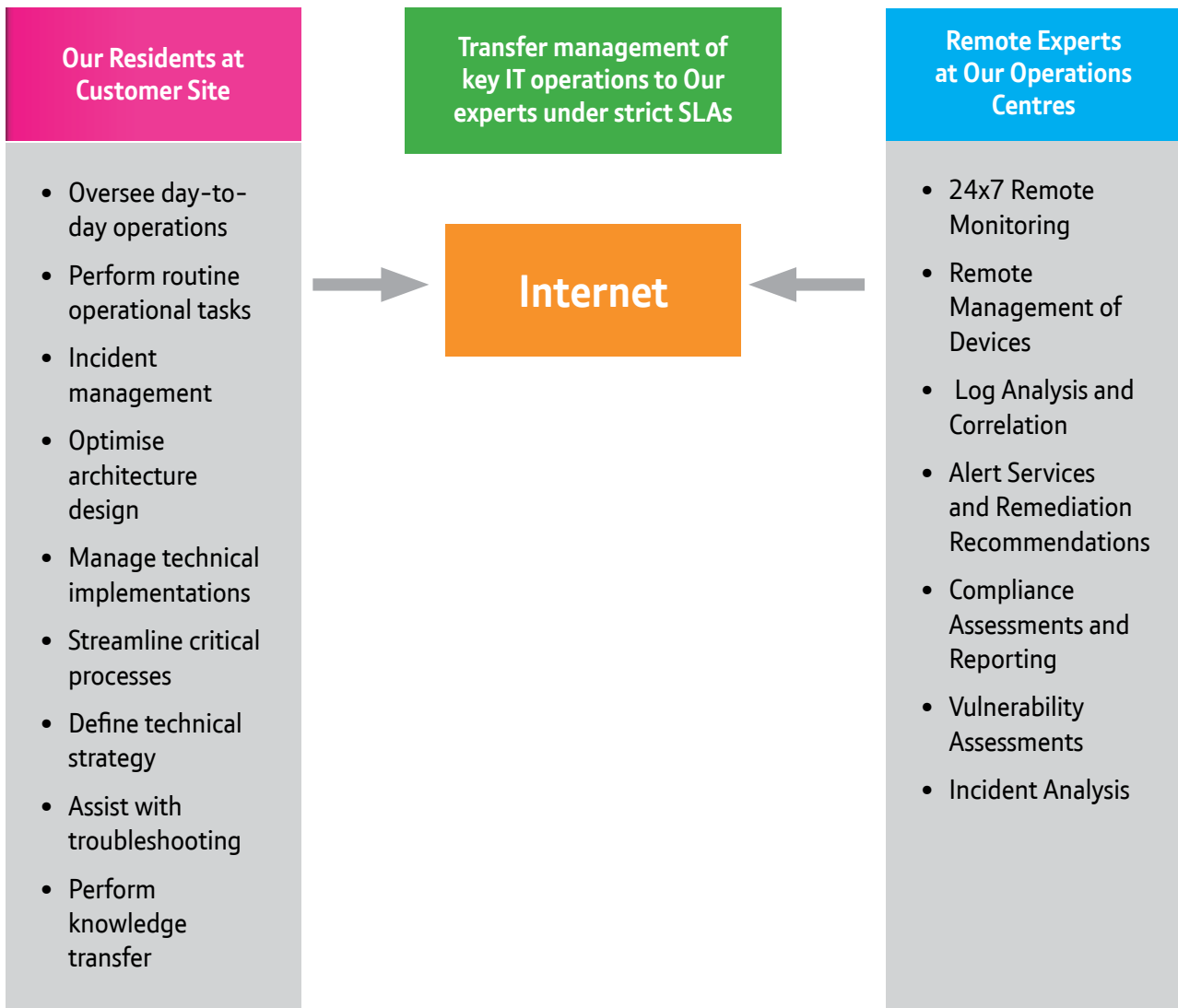


Closeout meeting, final deliverable and determine next steps

Beyond. IT Security

Residency Services

Our Residency Services ensure that businesses are able to focus on their more important business management and operations, while managing their IT operations efficiently and cost-effectively. Our consultants act as residents who work onsite as a member of your IT team for an extended period of time, filling in the key roles and responsibilities that businesses would otherwise find it difficult and near impossible to train and retain in-house employees. Our experts are dedicated in helping with strategy, projects, ongoing operations and managing security incidents and other computer emergencies.



Strong performer

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Forrester Research, Inc – Aug 2010

**Number one managed security services
IT outsourcing provider**

BT Global Services Security Services received highest rating of the world’s leading IT security services vendors in Datamonitor’s Black Book of Outsourcing report

Data Monitor – January, 2010



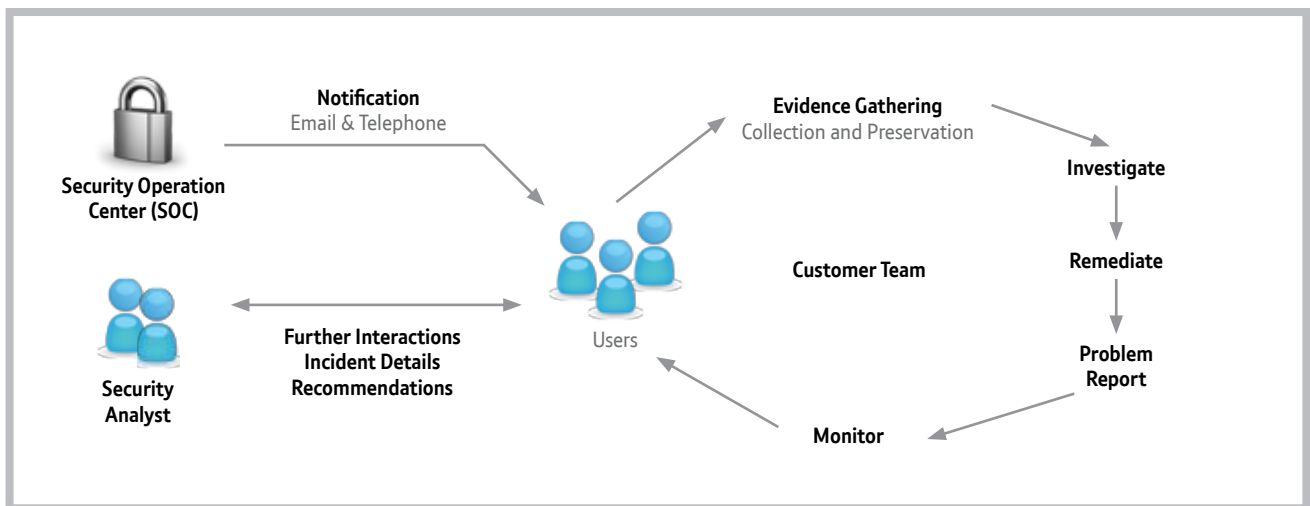
Managed Security Services

Giving businesses and governments control of their business operations in the face of security threats, access to security expertise and intelligence while reducing total cost of ownership.

It takes more than the latest network security hardware and software to protect your businesses critical information. 24x7x365 management and monitoring, technical expertise and state-of-the-art facilities are key elements of a strong, dependable security programme that keeps your information safe against today's increasingly complex network security threats.

Our managed security services are designed to help you achieve reliable information security and grow your business without the need for hefty capital investment in security infrastructure, solutions and support. Ours is a pre-emptive approach that leverages strong security R&D and technology to offer unsurpassed accuracy and protection against unknown, zero day and modified attacks.

Computer Emergency Response Team (CERT)



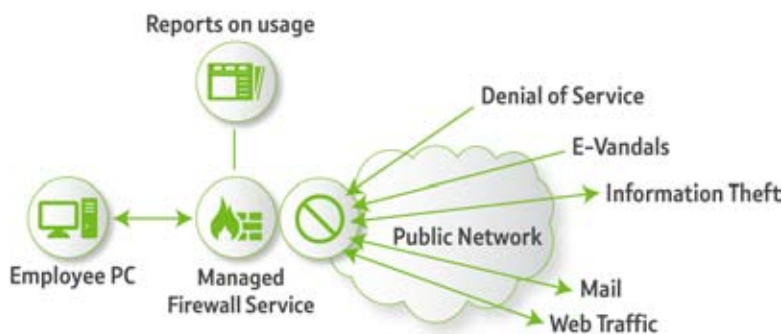
Breadth of managed security services

BT Global Services is one of TWO providers noted as having "comprehensive" ranking for breadth of managed security services in Forrester's "Market Overview: Managed Security Services

Forrester Research, Inc – March, 2010

Managed Firewall Services (MFS)

- Global managed firewall solutions based on industry-leading applications vendors
- Protecting assets from network threats, while supporting key business needs and controlling information access



Key features include:

- **Policy design and deployment:** balances powerful security with optimal technical performance
- **Service management:** offers proactive 24/7 management of your firewalls
- **Reporting:** delivers threat activity and health reports through a secure customer portal
- **Strategic vendor relationships:** enables competitive pricing and the best support
- **Flexible offerings:** provides a range of scalable hosted or on-premise solutions
- **Service resilience and reliability:** enables you to focus on your core business activities
- **Highly scalable:** supplies solutions for small, medium and large operations with a range of resiliency options

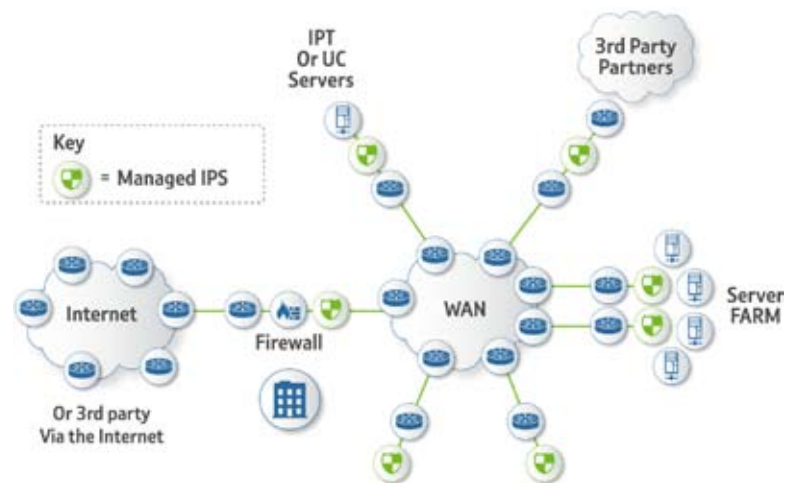
	Traditional "Watch-the-Log" MSS	BT Frontline MSS
Reporting and Analysis	<ul style="list-style-type: none"> • Canned reports and limited portals • Limited customisation 	<ul style="list-style-type: none"> • Richer reporting features • More efficient delivery
Policy Management	<ul style="list-style-type: none"> • No services 	<ul style="list-style-type: none"> • Richer event flows • Focus on usage and enforcement
Vulnerability Management	<ul style="list-style-type: none"> • Focus on asset vulnerability scanning 	<ul style="list-style-type: none"> • Full vulnerability management lifecycle • Full implementation of threat level priorities
Incident Response	<ul style="list-style-type: none"> • Generate incident tickets • Remote troubleshooting 	<ul style="list-style-type: none"> • Multiple response and alert mechanism • Onsite troubleshooting
Event Monitoring	<ul style="list-style-type: none"> • Logs collection and analysis • Limited correlation capability 	<ul style="list-style-type: none"> • Fully analysed event flow • Complex correlation capability
Device Maintenance	<ul style="list-style-type: none"> • Patch levels, signatures, rules 	<ul style="list-style-type: none"> • Track device characteristics • Advisory-to-remediation
Device Monitoring	<ul style="list-style-type: none"> • Requires separate tools (at additional costs) 	<ul style="list-style-type: none"> • Ability to monitor vital signs and operational status
Device Operation	<ul style="list-style-type: none"> • Depending on SLA 	<ul style="list-style-type: none"> • Full support from certified/trained personnel
Device Implementation	<ul style="list-style-type: none"> • Not core business function 	<ul style="list-style-type: none"> • Backed by a full Professional Service team

Key features include:

- **Expert deployment:** providing service tuning and suggestions for threat-blocking strategies – more than 290 threat types blocked
- **Proactive monitoring system:** automating alerts to any detected suspicious activities for quick response and escalation. Constant monitoring from our Secure Operations Centre (SOC)
- **Regular threat updates:** enabling prompt detection of the latest known threats
- **Proven security procedures:** delivering thorough response to attacks via incident-response support plan and secure management access
- **Peace of mind:** offering customisable, cost-effective intrusion detection responses for multinational clients

Intrusion Prevention Services (IPS)

- Comprehensive protection with proactive detection and prevention of intrusions into corporate infrastructure
- Managed IPS helps to protect critical assets and business applications from potential threats and malicious activity



Web Access Security (WAS)

- Optimise performance when accessing Web content
- Guard against information leakage
- Accelerate business application performance
- Control user access to Web



Key features include:

- **Granular Web access policies:** filters URLs to prevent users accessing inappropriate material
- **Powerful control of Web communications:** provides https management, URL filtering, instant messaging (IM), Java/ActiveX and peer-to-peer (P2P) control with full audit log
- **Protection for secure Web transactions:** scans for viruses and spyware to safeguard from malicious payloads
- **Instant messaging management:** supports AOL, MSN and Yahoo! IM systems to control IM traffic, including attachment blocking/restrictions or text-based blocking
- **Accelerated performance:** improves overall network performance through local caching



BT Frontline Leads the IT Security space

Security is central to our culture and what we do – we protect billions of pounds of BT Frontline and customer assets globally

As part of our security solutions we offer:

- One of the biggest dedicated security practice communities in the world - 1800+ consultants / architects / designers
- A market leading, globally available portfolio of managed and professional security services which serve small businesses to global MNC's to major Governmental organisations
- Active alliances with 100+ leading security technology partners

Our global accreditations include:

- Developing a world-class, pioneering BCM framework compliant with best practice BS25999 standards, as well as having BS 27001/ISO17799, and SAS70-II accreditation
- First commercial organisation to become a member of Computer Emergency Response Teams (CERT)
- Member of FIRST – the Forum of Incident Response and Security Teams

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Strong performer

BT Global Services received “Positive” ratings in Gartner's 2010 Managed Security Services Marketscopes for Europe and Asia.

Authors:

Europe: Carsten Casper & Tom Scholtz Sept 30th 2010,
APAC: Andrew Walls, Sept 17th 2010

Gartner

Comprehensive coverage and strong SLA's

The BTGS Managed Security (MSS) offering is threatening to competitors in the global MSSP market because of its comprehensive coverage and strong SLAs.

Current Analysis, January 2010

