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Fusepoint lights up the channel with managed security services portfolio

by Mark Riehl

Fusepoint Managed Services is now offering a managed security services portfolio that it says offers best-of-breed technology with industry expertise and professional services to deliver enterprise-wide security solutions. And it anticipates customer response will please the more than 50 per cent of its business that goes through its channel partners.

"Security is probably the hottest topic today, and in terms of the CIOs agenda, security is number one," said Stephen McWilliam, director of product development at Toronto-based Fusepoint.

"The reality though is that we think that Canadian businesses are suffering from a false sense of security."

According to McWilliam, companies today believe that if they have a firewall and some virus scanning software, and if they keep a low profile, then they have their bases covered.

"The reality check is that we think firewalls are a great start, but a lousy finish. A firewall is nothing more than a piece of hardware, and security isn't about hardware. It's about bringing the people, the hardware and the processes together and that's what we do for a living," he added.

Mid-market businesses and large enterprises that don't have their own security teams will have the ability to mitigate security risks, prevent unauthorized network entry and ensure data integrity, while managing IT complexity and reducing costs. The company first works with customers to develop company-wide risk assessment and management strategies, then it implements a tailored 24/7 security services program.

McWilliam said that the company is eliminating all of the vulnerabilities out there, but says the biggest issue for companies today, when they are not working with a managed service provider, is that they have vulnerable systems that are exposed even when the patches are readily available.

"Patch management is a full-time job that people need to take seriously," McWilliam said. "If you look at the Slammer virus, Nimda or Code Red, all of these viruses were known vulnerabilities and had patches available up to six months before they really gained momentum."

Fusepoint's managed firewall service offers customers front line defence against intruder attacks with real-time management and monitoring that is implemented on Cisco Secure PIX firewalls. The service includes 24/7 access to Fusepoint's security experts and activity reports.

The company's intrusion detection system identifies and immediately notifies threats from unauthorized users, back-door attackers and hackers. The VPN service offers secure online access by managing remote user traffic and access to critical online company data via hosted servers and private Web pages.

Configuration hardening services eliminate potentially exploitable processes by creating highly secure, available, scalable and manageable environments for Windows, Sun, Solaris, and Linux operating systems.

McWilliam said over 50 per cent of its business goes through its channel, which consists of resellers, VARs, systems integrators, ISVs and consulting firms.

Channel partners can currently choose to either resell the Fusepoint Managed Services or take part in a referral program.

VARs and resellers will also be able to capture ongoing revenues for offering the 24/7 service, which is billable to a customer on a monthly basis.

"It helps resellers solve a problem, keeps their customers satisfied and puts some good margin and coin into their till," McWilliam added.