



Superna Monitoring Security Services

Service Datasheet

Security Monitoring service ensures a health environment and all critical functions indicate your Ransomware Defender, Easy Auditor are ready to secure the file system.

Monitoring Service for Security

Key Value Readiness, Readiness, Readiness

Security, like Disaster Recovery works best by planning ahead and monitoring your readiness for a security event. This monitoring service assists by remotely monitoring the Eyeglass, Ransomware Defender and Easy Auditor products for critical health functions.

Key Value

- Avoids IT staff from needing to monitor the system to ensure readiness

- Ensures SME's are monitoring the products key health indicators and resolving on hands on zoom or webex remote call.

The service requires the phone home service to be enabled and analyzes the health of the system 7 days a week and one time per day.

The service will remotely analyze logs and provide the following monitoring and automated case management for support to follow up to remediate any issues found.

Best Practise Quarterly Review

1. Quarterly environment review scheduled as an hour call to review the environment, detections, alerts.
2. Verify new features to protect the



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file system are configured correctly.

3. Answer questions and provide additional KT based on the remote monitoring

Ransomware Defender

1. Security guard job fails to run for any reason

Easy Auditor

1. Robo audit job fails to run for any reason

Easy Auditor and Ransomware Defender

1. Audit data ingestion is operational
2. Audit database health including successful save operations

Case Management

The system will automatically detect

health conditions and open cases for support to remediate any issues found that impact readiness for a cyber event.

NOTE: This monitoring service does not include responding to detection alarms.

Contact us at sales@superna.net for quoting.