



TRUE MANAGED XDR

TECH DRIVEN. PEOPLE POWERED.

## Solution Brief: Wingman Secure Access

In today's professional landscape, where the perimeter is no longer a defined building, our Wingman Secure Access service expertly supports all organisations in defining, managing, and protecting their modern, dynamic remote access and network boundary needs. We offer a robust and extensive set of security options to ensure that your organisation, from workers at home, to offices, data centres, cloud environments, and third party access are safeguarded against evolving threats.

Organisations can implement a multi-layered defence strategy to protect their network environment, utilising traditional physical or virtual firewalls alongside modern solutions like Secure Access Service Edge (SASE) gateways or Enterprise Browsers. From access/threat prevention, policy tuning, health check reports, patching and upgrading, SEP2 have award-winning expertise in making sure your Secure Access solutions give you the highest ROI.





## We are Firewall Experts

With an impressive 97.91% in-house ticket resolution without needing vendor assistance, our top-rated engineers can resolve almost any firewall issue without requiring outside assistance.

## High Availability and Hyperscale Network Security options to keep uptime at 99.99%

Ensuring continuous and reliable network performance is critical for network access, whether at a national or a global level. Wingman Secure Access solutions are designed to minimise disruptions and maximise productivity. By leveraging advanced load balancing, automated failover mechanisms, and robust security protocols, our solutions provide seamless scalability and resilience.

## Adaptive SASE technologies

SASE is a cloud-delivered framework that unifies networking and security functions (such as Zero Trust, SWG, and CASB). This single service provides users, no matter where they are, with secure and optimised access to applications and data, eliminating the need to backhaul traffic to a data centre.

By utilising industry-leading vendor's private network backbone and infrastructure, securely send critical encrypted traffic. Shape the

connected traffic by utilising split or full tunnel configurations and enable web filtering policies directly on end devices. Designed to ensure network traffic is enhanced with additional security controls, enable your organisation with robust and granular controls to prevent and protect against unauthorised traffic.

## Enterprise Browser Innovation

An Enterprise Browser secures the last mile of the user experience by offering a specialised layer of security directly at the point of interaction: the user's workspace. Our Enterprise Browser solution, powered by Chrome Enterprise Premium (CEP), integrates security controls within the browser itself, allowing granular data protection policies such as restricted file downloads, clipboard control, and screen-capture prevention, without impacting user productivity.

This "last mile" security solution offers a secure, isolated environment for your SaaS and web applications. It provides deep visibility into user activity and enables seamless, secure access for both unmanaged and third-party devices. Designed as a modern, Zero Trust alternative to traditional VDI, it effectively reduces infrastructure overhead while rigorously protecting your users and their access to your environments, including third parties.



## 24/7/365 Monitoring and Support

SEP2 is proud to offer a 24/7/365 UK-based SOC that will monitor your environment. This will ensure that your firewalls are functioning correctly and that, should a problem arise, an engineer will be on hand to immediately investigate, troubleshoot and resolve issues.

## On-premise, cloud or hybrid mesh firewalls

Every organisation has unique requirements in how they operate, with the use of on-premise infrastructure to being cloud-based in AWS, Azure or Google Cloud. The Wingman Secure Access Service can guide you and support whichever requirements you may have to ensure that your assets are protected at all times.

## Patching and Upgrading

Ensuring that critical vulnerabilities are patched and guaranteeing a managed and well-documented process of patching and upgrading your firewalls is essential in reducing risk to threats. By working with you, SEP2's engineers will ensure that maintenance is completed at a time that suits you and that you are informed promptly when critical patching and upgrades are required.

## Backups & restoration

Backups are essential with firewalls. As part of the Wingman Secure Access Solution, configuration backups can be completed for you at regular intervals, with snapshots taken before maintenance is carried out. With well-documented rollback plans, rest assured that should the worst happen, SEP2's engineers will restore your services.

## Proactive Healthchecks and Traffic Light Reporting with Suggested Actions

From access and threat prevention policy reviews to advanced configuration settings, the Wingman Secure Network Access solution ensures that your physical and virtual firewalls are utilising their full functionality. Our award-winning expert engineers are skilled at ensuring that your firewalls are tuned and performing as intended, ensuring that you get the best possible ROI.

## Multi-Vendor Support

Leveraging industry-leading technologies from Check Point, Fortinet and Palo Alto, SEP2 provides tailored solutions to meet the unique security needs of your organisation.





## Service levels

At SEP2, we recognise that not every organisation has the same needs, nor are they at the same place in their cyber security journey. To help cater to all, Wingman Secure Access Solution is provided in different packages designed to fit all types and sizes of organisations.

Our basic support package includes access to our 24/7/365 SOC and support for priority 1 issues. Our Enhanced service also includes proactive policy management, minor and major patching, backup and restoration. Backed up by our Leeds-based ISO27001 SOC, we are available 24/7/365.

FEATURES	BASIC	STANDARD	ENHANCED
UNLIMITED GUIDED SUPPORT			
UNLIMITED SEP2-LED SUPPORT			
24/7/365 SUPPORT FOR PRIORITY 1 ISSUES			
VENDOR ISSUE ESCALATION			
VENDOR PRODUCT ALERTS			
UNLIMITED CHANGE REQUESTS			
DEVICE MONITORING*			
DEVICE BACKUPS*			
SECURITY PATCHING**			
ANNUAL MAJOR VERSION UPGRADES			
ROLLING RECOMMENDED PATCHING**			
ROLLING PROACTIVE POLICY REVIEWS			
ROLLING PROACTIVE HEALTH CHECKS			

\*ONLY AVAILABLE FOR VIRTUAL OR PHYSICAL FIREWALLS

\*\*SASE PATCHING IS MANAGED BY THE VENDOR

If you would like to discuss Wingman Secure Access and transform your network edge security, please get in touch at [info@sep2.security](mailto:info@sep2.security).