

# Cato Services and Support



# Cato's Managed Services

Cato delivers a broad set of technologies and solutions, including SD-WAN connectivity, cloud connectivity, secure remote access, mobile user optimization, and advanced security services. All are included seamlessly within Cato SASE Cloud and are explicitly designed to be deployed and managed by IT teams themselves. For those organizations who prefer to outsource network management or simply require additional assistance, Cato offers a range of professional services:



## Intelligent Last-Mile Management (ILMM)

24x7 monitoring of last mile ISPs, including detection of link degradation or failures and working with the ISP until issue is resolved. Last mile provisioning through ISP aggregators is offered per need.



## Managed Threat Detection and Response (MDR)

An advanced security service that offers ongoing monitoring for compromised endpoints and guidance on how to respond to malicious events, quickly and effectively.



## Hands-Free Management

Offloads networking and security policy management tasks to Cato or one of its partners. Customers just submit a ticket and changes are made for them.

All implementations come backed by Cato's Global Support Services.

For customers looking for help with their deployment and ongoing integration needs, [Cato's Professional Services](#) are available. All Professional Services are provided by Cato or its partners and include **Network Transformation Planning** that identifies the optimal, lowest risk, deployment model based on a deep understanding of your network; **Rapid Site Deployment** that helps with initial site configuration and connection to Cato SASE Cloud; **IT Staff Augmentation** that provides trained networking and security engineers to augment resource constrained IT teams; and **Advanced Training** to maximize your Cato investment.

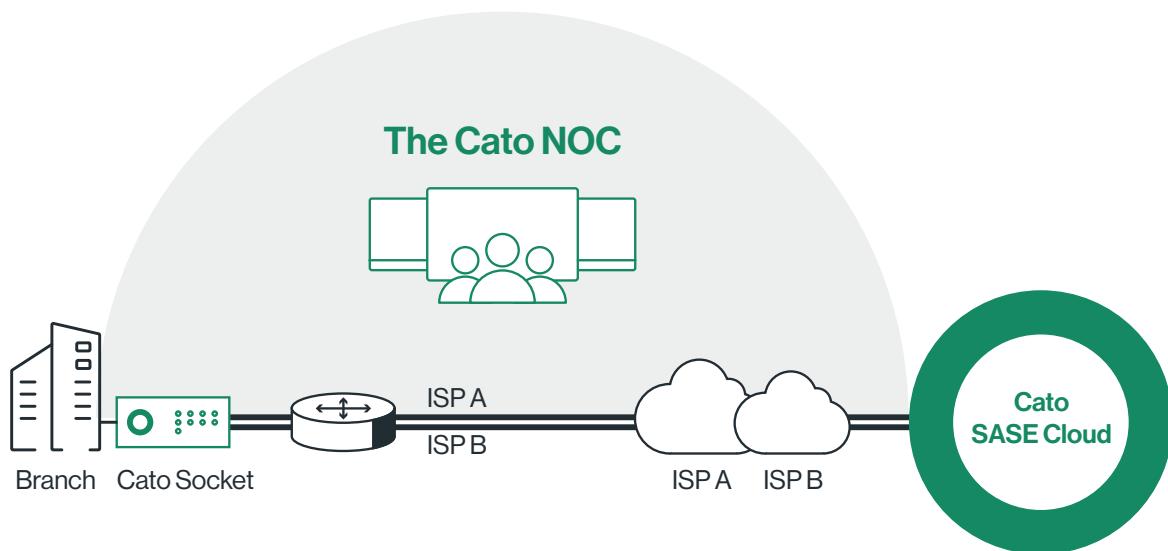
# Inside Cato's Intelligent Last-Mile Management Service

Cato's ILMM Service monitors and manages the complete last-mile from the customer premises through the ISP, to the Cato PoP, worldwide.

Upon migrating to SASE, IT must manage the last-mile connections for all offices. With each ISP comes different service levels, tools, culture, time-zones, and languages. All of which can increase friction with daily network operations and present numerous troubleshooting challenges.

Traditional last-mile tools and services are imperfect solutions for today's digital business. Monitoring tools add cost and complexity and require skills and resources to deploy probes, interpret the performance results, and manage the ISP's resolution for true last-mile management. Third-party management services typically rely on router capabilities, which means they'll miss signs of performance degradation, such as spikes in latency, loss, and jitter.

Cato's ILMM monitors the complete last-mile for brownout, or noticeable performance degradation, and blackout detection. Once problems are identified, Cato proactively works with the ISP to resolve them. Detailed reports identify the source of networking problems backed by extensive logs, shortening the time for ISPs to resolve problems. And while most last-mile monitoring services stop at the ISP's premises, Cato's ILMM monitors the link from the Cato Socket through the ISP and all the way to the Cato PoP.



Cato manages the complete last-mile – from customer premises to the Cato PoP

# Cato Managed Detection & Response

Cato MDR offers continuous threat detection and response, leveraging AI and ML, together with human threat verification, to hunt, investigate, alert, reduce risk of breach, and improve security posture.

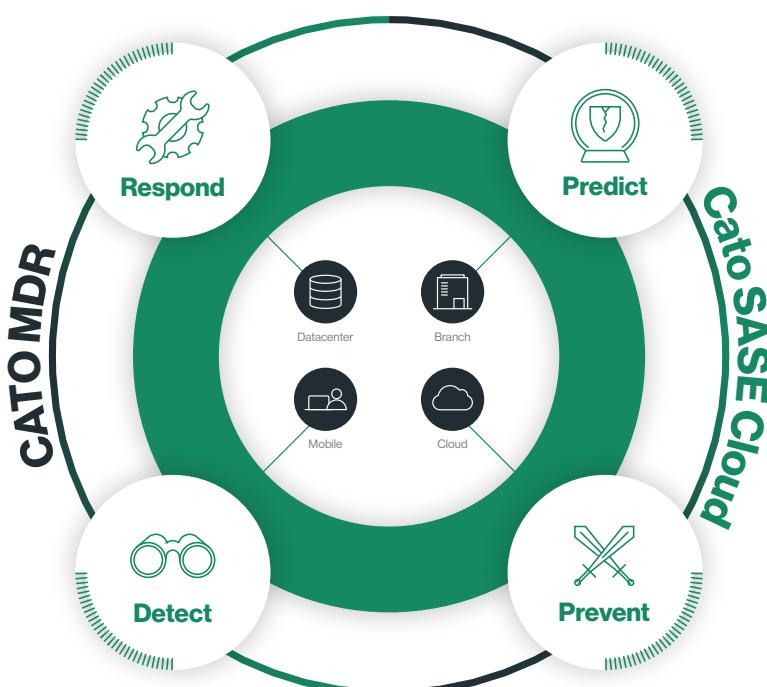
## The Cost and Complexity of Threat Detection

Despite investment in firewalls, NGFW, IPS, Antimalware and other prevention capabilities, attackers continue to penetrate enterprise networks. Any good security posture should address the presumption of infection. With the average dwell time exceeding 200 days, identifying threats quickly is imperative. Unfortunately, this requires significant investment in expertise and technology. However, today's skills gap makes it challenging to staff a SOC with the expertise needed to identify compromises inside your network.

At the same time, traditional MDR services require installing dedicated software and hardware across the enterprise network to obtain full visibility into network traffic. This deployment model makes these services costly and complex, creating a challenging barrier to deployment for many organizations.

## Managed Detection and Response Made Easy

Cato MDR bridges this gap by enabling enterprises to offload the resource-intensive and skill-dependent process of detecting compromised endpoints to the Cato SOC. For customers using Cato SASE Cloud, the Cato SOC has instant, unobscured visibility to all traffic without deploying any additional network probes or software agents.



Cato MDR adds detection and response to the prediction and prevention already delivered by Cato SASE Cloud

# Cato MDR Service Capabilities



## Zero-Footprint Data Collection

Cato can access all relevant information for threat analysis since it already serves as the customer's (SASE) network platform. This eliminates the need for further installations, and once customers subscribe to Cato MDR they instantly benefit from the service.



## Automated Threat Hunting

Cato leverages AI and ML to mine the network for suspicious flows based on the many attributes available to Cato. These include accurate client application identification, geolocation, risk assessment of the destination based on IP, threat intelligence, URL category, frequency of access, and more.



## Human Verification

Cato's SOC team inspects suspicious flows on a daily basis and closes an investigation for benign traffic.



## Network-Level Threat Containment

Cato alerts customers in case of verified active threats, applying network-level threat containment by blocking the network traffic.



## Guided Remediation

Cato provides the context of threats and recommended actions for remediation. Cato's SOC team is available for further assistance on required incidents.



## Reporting and Tracking

Cato generates monthly custom reports, summarizing security posture, all detected threats, descriptions, risk levels, impacted endpoints, and more.



## Assessment Check-Ups

Cato offers a designated security expert alongside assessment reviews for ensuring customers maintain a strong security posture.

# Cato's Hands-Free Management Service

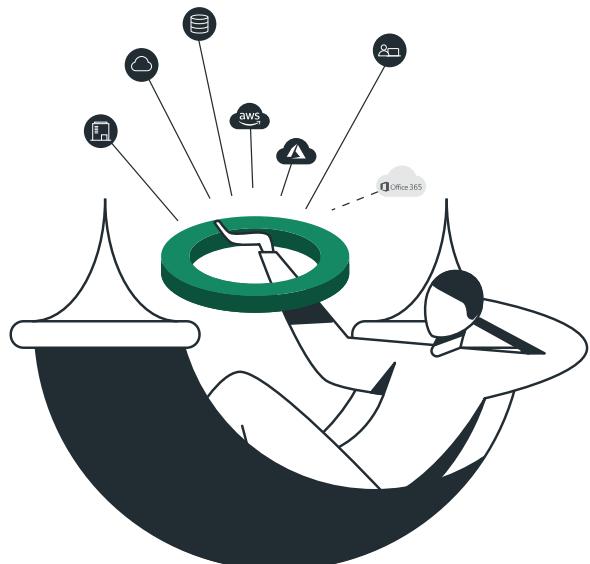
Cato's Hands-Free Management Service lets customers offload the fulfillment of network service changes onto Cato's NOC.

In today's dynamic business environment, agility is critical to your network. Enterprises depend on optimized access to applications and data, on premises and in the cloud, and have to support users working from anywhere. Agility, simplicity and self-service are the essence of the cloud experience that is expected everywhere. But IT teams are already overworked, and with tight budgets and staffing shortages, finding the time and people to make even the most routine changes can be a challenge. While outsourcing daily management to a telco is an option, it's an expensive solution that typically means losing visibility, control, and the agility that is so essential.

Cato's Hands-Free Management Service fills this void, leaving network management changes to Cato or Cato partners, without compromising on the visibility, control, and agility you need. Expert staff will perform all changes to networking and security policies within defined Service Level Agreements (SLAs). At the same time, our co-management models let you make urgent changes yourself. In all cases, Cato maintains the underlying Cato SASE Cloud, so customers never need to upgrade, patch, or otherwise maintain Cato software or hardware.

The Hands-Free Management Service includes Moves, Adds, Changes, Deletes (MACDs) for things such as:

- Setting, changing or removing networking, routing and security policies
- Adjusting Quality-of Service policies
- Managing events and alerting policies
- Managing site and account configurations



# Cato Professional Services

Cato's Professional Services team support customers in whatever manner necessary. Whether it's help during the initial deployment, or ongoing support and training, Cato has the necessary expert resources. Cato Professional Services address the breadth of challenges facing any WAN transformation initiative.

Specific services include:



## Site Deployment

Assistance with account setup and guided deployment to help connect sites to Cato SASE Cloud, configure sites according to Cato's best practices, and ensure valuable features are enabled. Services are priced at an attractive per-site flat fee for remote assistance. On-site deployment assistance is available at an additional cost.



## Advisory Services

Advisory services include site assessment for ensuring best practices are applied in configuration; inquiry services for guidance on specific features and functionalities, and project based services where scoping is required.



## Training

Professional Services trains the IT team with the skills to get the most value out of Cato including configuration, analytics, QoS optimizations, security policies, alerts, and other features of the service.

Cato's Professional Services are delivered by expert engineers with knowledge across a wide variety of networking disciplines. All services can be delivered remotely or on-site. Custom services may be purchased on an hourly basis.

# Global Support Service

With all customer implementations, Cato provides comprehensive management of the underlying Cato infrastructure, freeing IT from the software updates and operational complexity of maintaining networking and security infrastructure.



## Follow-the-Sun Global Support

Cato Support provides 24x7x365 service through support centers distributed around the world, covering 5 different time zones. Customers can reach Cato via email or phone anytime – contact information is available on our support page: [www.catonetworks.com/support](http://www.catonetworks.com/support).

Cato's self-service support portal is available for network monitoring and management to identify and fix problems, or to open support tickets when needed. Our global coverage and support management systems ensure support is available for all customers, regardless of location or time zone.



## Designated Support Engineer

Cato's Designated Support Engineer (DSE) offers custom support services delivered by an engineer with a deep understanding of the customer's environment. With a DSE, customers benefit from a single point of contact for all support needs, expediting issue resolution by reducing the need to communicate customer-specific information.

Cato's DSE service includes up to six hours per week of the DSE's time during the customer's defined business hours. For after hours or requirements that exceed six hours in a given week, support will be addressed by Cato's traditional support queue. A replacement DSE will cover the absence of a primary DSE.



## Technical Account Manager

Cato's Technical Account Manager offering provides both proactive and reactive support by adding a Cato SASE expert to their team. The TAM acts as a single point of contact and subject matter expert on behalf of the customer, working to develop in-depth knowledge of the customer's environment and deployment.

TAMs can be 100% or 50% dedicated to a specific customer, acting on their behalf to make changes, review outstanding support tickets, work with customer vendors and coordinate across appropriate Cato, Customer and external teams as required. The TAM will ensure there are no gaps between deployment and support phases of the Cato customer life cycle.



## Continuous Network Monitoring

Cato Support constantly monitors the network and proactively reaches out to customers when a problem is detected. Customers can use Cato's real-time performance monitoring, available through the Cato management interface, which includes utilization, performance, uptime, and user activity. The real-time status of Cato's core network, along with any planned maintenance events, is always available at <https://status.catonetworks.com>.



## 99.999% Network Uptime Assurance

Cato PoPs are interconnected with redundant Tier-1 providers that commit to SLAs around long-haul latency, jitter, and packet loss. The PoP software selects the best route across providers, for maximum uptime and best end-to-end performance. Combined with high-availability architecture and self-healing capabilities, our service is delivered with a 99.999% availability SLA.