



CDN & Edge Security Services

Professional Services Support and Managed Security Services for Your CDN & Edge Security Solutions by Swisscom. Optimize web performance and security with our CDN & Edge Security solutions. To protect your security amidst the shift towards cloud and remote work, consider adopting the Secure Access Service Edge (SASE) model. SASE integrates network and security services in a unified cloud-based solution, expanding their reach beyond specific locations. This allows for secure access and support for remote and work-from-anywhere scenarios. With SASE, remote workers can access services like Firewall as a Service, Secure Web Gateway, Zero-Trust Network Access, and various threat detection mechanisms. Focus on your core business while our experts at Swisscom take care of your security configurations.

Facts & Figures

Business With Swisscom's Managed Support Plan Business, we have got your basic security needs covered, allowing you to focus on your business requirements with confidence.

Enterprise For customers with specific applications or unique data protection requirements, Swisscom offers the Enterprise Managed Service Plan that allow for closer collaboration and alignment of security needs. We configure our services to ensure continuous 24/7 automated protection.

Custom We cater to the unique needs of big enterprises, offering customizable solutions. Our team collaborates closely with you to refine your ideas and ensure seamless operation. Partner with Swisscom for customer-centric services that drive your organization's success.



Managed Service Plans

	Business	Enterprise	Customized***
24/7 Support*	○	●	●
Ticket/Support	●	●	●
Initial Onboarding	●	●	●
New Product Onboarding	-	●	●
Training**	-	○	●
Customer Education	●	●	●
Incident Response	●	●	●
Reviews (automated)	●	●	●
Security/QBR	-	●	●
Customer Ticket System	-	-	●
Dedicated Engineer	-	-	●
Security Posture Scans	-	○	●
Managed TDR mit SOC	-	-	●
PS Hours*	4/8	16	custom

○ Standard (included in the price) ● For a surcharge - Not available

* Optionally upgrade your business plan with either Swisscom CDN 24/7 Support or 4 additional Professional Services hours

** See Swisscom CDN Edge Security Training Catalogue for more details

*** according to the customers' requirements

Support Packages	Category	Incident intervention Time
Business	Major Incident	4 hrs
	Medium Incident	8 hrs
	Minor Incident	16 hrs
Business Plus	Major Incident	4 hrs
	Medium Incident	8 hrs
	Minor Incident	16 hrs
Enterprise	Major Incident	1 hr
	Medium Incident	4 hrs
	Minor Incident	12 hrs
Custom	Major Incident	30 min
	Medium Incident	2 hrs
	Minor Incident	8 hrs

Definition business hours:

Mon-Friday 8am to 5pm - with the exception of public holidays

Definition of bank holidays:

As defined in para 'Bank Holidays' in the Swisscom CDN SLA Definitions document.

Definiton of 24/7:

24hours a day, 7 days a week, including public holidays

Swisscom shall (if necessary with the involvement of technical partners), eliminate any errors and incidents that may occur to the CDN service and restore the functionality of the CDN service within the agreed period of time.



Your Advantages



Support

- Standard package: Business hours support
- Advanced and premium package: 24/7 support
- Email, online and phone
- First and second level support via Swisscom, third level support via CDN partner



Reporting

- Automated monthly service level and quantity reporting
- Standard-defined KPIs (as per document SwisscomCDN SLA Definitions) and, where applicable, customer-defined KPIs



Professional Services

- In-house second level support and partner third-level support coordination
- Service integration, onboarding and PoCs
- IT consulting
- Architecture, security and performance reviews
- Included in the monthly hours contingent are delivery configuration and security configuration maintenance and support
- Unused monthly PS hours will be accumulated up to a maximum of 160hrs. All accumulated and unused PS hours will expire at the end of each calendar year and will not be rolled over into the next calendar year



Security and Performance Assessments

- One quarterly service assessment for the performance/delivery service and one quarterly service assessment for the security service (depend ry on the availability of such CDN services)
- Assessments include configuration, traffic, performance and security posture overviews



Dedicated Support Engineer / Continuous improvement

- Pro-active CI/CD stance
- Close exchange with client DevOps and engineering