
Nokia Deepfield
Emergency Response
Team Support
NOKIA

Don’t let DDoS paralyze your network and take down your services and customers

Distributed Denial of Service (DDoS) threats and attacks remain one of the major security concerns for service providers, cloud builders and large digital enterprises globally. Modern DDoS attacks are characterized by their high scale, increased frequency and sophistication. Terabit-level attacks have become a daily reality for many networks. Also, the majority of DDoS attacks of today leverage large networks of compromised IoT devices – botnets - that drive DDoS traffic to saturate network links and flood servers with overwhelming traffic, causing service disruptions or complete outages. DDoS attacks are motivated by various reasons, from competitive gaming to political activism. The continued growth of insecure IoT devices, combined with the easy availability of DDoS-for-hire services and gigabit broadband connections, increases these DDoS threats further.

When your network or subscribers are under attack, mitigating the threat as quickly as possible is imperative to keep your services running and customers safe. In the ever-changing landscape of DDoS, it is imperative to have forward-looking and cost-efficient DDoS security solutions in place, like Deepfield Defender.

Our expert team of highly trained and experienced network security operations (SecOps) engineers can further assist you with resolving DDoS security issues in the shortest possible time and minimizing the impact on your network, services and subscribers.



Deepfield Emergency Response Team Support (ERTS) service – a perfect companion to your Deepfield Defender deployment

As a Nokia Deepfield Defender customer, you are familiar with our next-generation DDoS detection and mitigation solution.

The Deepfield Emergency Response Team Support (ERTS) service can further improve your security agility.

Our dedicated team of security professionals will elevate the efficacy of your Deepfield Defender deployment by providing you with a tailored, direct support service,

ensuring that you have a top-tier security tool and the knowledge and resources to wield it most effectively against current and future threats.



Who is the Nokia Deepfield Emergency Response Team?

The Nokia Deepfield Emergency Response Team (ERT) is our global team of network security operations engineers available to provide direct support and immediate response related to DDoS attack detection and mitigation issues.

While the Deepfield Emergency Response Team is providing the ERTS service to other customers like you, they are continually researching and evaluating new threats and working with our R&D to enable new features and functionality to improve our DDoS protection capabilities further.

With the Nokia Deepfield Emergency Response Team at your side, your Nokia Deepfield deployment will always be ready to help you respond to the most challenging security events.



What is included in the Deepfield ERTS service?

The Nokia Deepfield Emergency Response Team Support (ERTS) service offers immediate, 24/7 support to Deepfield Defender customers who purchase the service.

Through the ERTS service, the customer gets direct access to the Deepfield Emergency Response Team, who will act as the primary point of contact and leverage their extensive expertise in threat analysis, attack tools, intelligence, and mitigation strategies to assist.

Customers who invest in the Nokia Deepfield ERTS service receive around-the-clock priority support from highly-skilled network security professionals.

Additionally, Nokia customers deploying Nokia routers (such as Service Routers) or 7750 Defender Mitigation System with Deepfield Defender gain access to a unified team comprising security and routing experts ready to provide emergency assistance during cyberattacks.

In addition to providing direct support when a customer network or subscribers are under attack, the Nokia Deepfield Emergency Response Team Support (ERTS) service includes regular[1] audits of your Deepfield deployment to ensure your network is optimized for performance and resilient to attacks.

1 Please see table 1 for the overview and comparison of the ERTS service plans.



Unparalleled DDoS security expertise

Our team of security experts leverages our vast and global experience and knowledge about DDoS security, as well as technologies like Deepfield Secure Genome® and our in-house analytics and testing tools. Over the last several years, we collected and researched a broad dataset of DDoS attack samples for every known method and vector – one of the world's largest collections of DDoS attacks. This knowledge base is continuously updated with information about the latest DDoS attacks, including information from other organizations via our Nokia Deepfield Global DDoS Threat Alliance, GDTA.

Our team of security experts analyzes every attack in our DDoS Library, disassembling complex attacks by individual components and working on best strategies and countermeasures for fast identification and surgical mitigation of these attacks. This expertise puts us in the leading position and allows us to help you resolve your DDoS issues and minimize the impact of DDoS on your network, services and subscribers.

Contact your Nokia representative to learn more about how you can benefit from the ERTS service.

Deepfield Emergency Response Support (ERTS) service highlights:

- 24/7 direct support by the Nokia Deepfield Emergency Response Team (ERT)
- Direct phone access to the Nokia Global Welcome Center
- Real-time incident resolution and updates
- Post-incident analysis and summary
- Regular Deepfield Defender deployment assessments and review
- Defender configuration assessment and review (excludes initial configuration and setup).

Please see the following page for the overview and comparison of the ERTS service plans.



Table 1. Overview of the Deepfield ERTS plans

Deepfield ERTS Service Plan	Regular	Plus	Premium
24/7 direct support by the Nokia Deepfield Emergency Response Team (ERT)	Included	Included	Included
Access to the Global Welcome Center	Included	Included	Included
Initial Deepfield Defender configuration assessment	Included	Included	Included
Real-time incident resolution and updates	Included	Included	Included
Incident support (per 12-month term)	Up to 6 incidents	Up to 6 incidents	Up to 24 incidents
Post-incident analysis and summary	Not included	Included	Included
Deployment assessment and review	Not included	1 annual assessment	4 quarterly assessments

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About Nokia

At Nokia, we create technology that helps the world act together.

As a B2B technology innovation leader, we are pioneering networks that sense, think and act by leveraging our work across mobile, fixed and cloud networks. In addition, we create value with intellectual property and long-term research, led by the award-winning Nokia Bell Labs.

Service providers, enterprises and partners worldwide trust Nokia to deliver secure, reliable and sustainable networks today – and work with us to create the digital services and applications of the future.

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