

SECURE CARE SERVICES



TECHNICAL SUPPORT, ADVANCED
SUPPORT & PROFESSIONAL SERVICE



Support Centre:

0484-4051133 / 44



Email:

ticket@securesolutions.co.in



24 x 7 x 365

— SUPPORT —



Contact:

98460 36802



Your Trusted Cybersecurity Partner

At Secure Solutions, we help organizations maximize the value of their cybersecurity investments through expert implementation, proactive management, and continuous support. From next-generation firewalls and SOC services to cloud security and managed security solutions, our certified professionals deliver reliable, scalable, and business-focused protection. With over 21 years of industry experience, we are committed to keeping your organization secure, resilient, and prepared for tomorrow's cyber threats.



Why Organizations Choose Us

- ☐ ⚡ Fast & Hassle-Free Deployment
- ☐ 🕒 24x7x365 Expert Technical Support
- ☐ 🔒 Continuous Security Optimization
- ☐ 🤝 Certified Technology Experts
- ☐ 🎯 Customer-First Approach
- ☐ 📈 Scalable & Future-Ready Solutions



EXPERTISE YOU CAN TRUST

-  **21+ Years of Industry Experience**
-  **24x7 Technical Support & Security Monitoring**
-  **Certified Cybersecurity Professionals**
-  **Security Operations Center (SOC) Services**
-  **Firewall, Network & Endpoint Security Expertise**
-  **Cloud Security & Managed Security Services**
-  **Preventive Health Checks & Annual Maintenance**
-  **Remote & Onsite Support Across India**
-  **Multi-Vendor Expertise (Fortinet, Microsoft, Cisco & More)**
-  **Dedicated Technical Account Management**
-  **Fast Incident Response & OEM Coordination**

Our Services

Managed Security Services

Secure Solutions delivers end-to-end managed cybersecurity services to help organizations safeguard their IT infrastructure. Our experts provide continuous monitoring, proactive threat detection, preventive maintenance, and rapid incident response to ensure maximum security, availability, and business continuity.

Technical Support Services

Our certified technical experts provide reliable remote and on-site support for a wide range of IT infrastructure and cybersecurity solutions, including firewalls, networking, endpoint security, VPNs, cloud security, email security, and data protection solutions. With defined Service Level Agreements (SLAs), proactive monitoring, and rapid issue resolution, we ensure minimal downtime, optimal system performance, and uninterrupted business operations.

Professional Services

From security assessments and solution design to deployment, migration, and optimization, our Professional Services team ensures seamless implementation of cybersecurity solutions — helping organizations build secure, scalable, and high-performing IT environments while following industry best practices and compliance standards.

Our Journey

For more than 21 years, Secure Solutions has been committed to helping organizations build resilient, secure, and future-ready IT environments. Our journey began with a vision to deliver reliable IT infrastructure solutions and has evolved into providing comprehensive cybersecurity services for businesses across diverse industries. Today, Secure Solutions is recognized as a trusted technology partner, offering end-to-end cybersecurity, networking, cloud, and managed security services backed by certified professionals and a customer-first approach.

Stage	Milestone
Foundation	Established with a vision to provide reliable IT infrastructure and networking solutions while building long-term customer relationships.
Growth	Expanded service offerings include enterprise networking, firewall deployment, server infrastructure, and comprehensive IT solutions.
Security	Strengthened cybersecurity capabilities through advanced firewall technologies, endpoint protection, VPN solutions, email security, and threat prevention.
Operations	Introduced managed IT and cybersecurity services, including 24×7 technical support, preventive health checks, AMC, and remote support.
Innovation	Enhanced our portfolio with SOC services, SOC-as-a-Service, SIEM monitoring, cloud security, incident response, and threat intelligence.
Future	Continuing to invest in AI-driven security, Zero Trust architecture, cloud-first security, and compliance readiness.

Secure Solutions – 21+ Years of Trust, Innovation, and Cybersecurity Excellence.



Technical Support Service Plans

Organizations rely on Secure Solutions to keep their IT infrastructure secure, available, and operating efficiently. When technical issues or cybersecurity incidents occur, rapid responses are critical to maintaining business continuity and minimizing operational risk. We offer three flexible support plans designed to meet the needs of businesses of all sizes.

 BASIC Essential Support for Reliable Operations Basic Support is our entry-level service, designed for organizations seeking dependable technical assistance during business hours to maintain stable and secure IT operations. FEATURES: ✓ Business Hours Support (9:30 AM – 5:30 PM) ✓ Email & Remote Assistance ✓ Next Business Day Response ✓ Product Configuration Assistance ✓ Software & Firmware Guidance ✓ Knowledge Base Access ✓ Standard Hardware RMA Coordination ✓ Ticket-Based Support	 PREMIUM Priority Support for Business Continuity Premium Support is designed for organizations that require faster resolution, priority handling, and proactive technical assistance to minimize downtime. FEATURES: ✓ 24/7 • 365 Technical Support ✓ Priority Ticket Handling ✓ 4-Hour Response for Critical Incidents ✓ Phone, Email & Remote Support ✓ Preventive Health Checks ✓ Firmware & Security Update Assistance ✓ OEM Vendor Coordination ✓ Escalation Management ✓ Monthly Service Reports	 ELITE Comprehensive Support for Mission-Critical Environments Elite Support delivers the highest level of technical and cyber-security assistance, ensuring maximum system availability, proactive monitoring, and rapid incident response. FEATURES: ✓ Everything in Premium ✓ Dedicated Technical Account Manager ✓ Security Operations Center (SOC) Support ✓ Incident Response & Threat Monitoring ✓ Proactive Monitoring & Health Checks ✓ Configuration Review & Performance Optimization ✓ Priority Escalation & Resolution ✓ Quarterly Technology Review ✓ Executive Service Reports ✓ Ransom & Outage Support ✓ Customized Service Level Agreement (SLA)
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Support Feature	BASIC	PREMIUM	ELITE
Support Availability	Business Hours	24×7×365	24×7×365
Critical Response Time	Next Business Day	1 Hour	15 Minutes
Phone, Email & Remote Support	✓	✓	✓
Onsite Support	Optional	✓	✓
Priority Ticket Handling	—	✓	✓
Incident Response Assistance	—	✓	✓
Security Operations Center (SOC)	—	Optional	✓
Threat / Security Monitoring	—	Optional	✓
Preventive Health Checks	Annual	Half-Yearly	Quarterly
Firmware & Security Updates	✓	✓	✓
Configuration Review	—	✓	✓
Performance Optimization	—	Optional	✓
Root Cause Analysis (RCA)	—	✓	✓
OEM Vendor Coordination	✓	✓	✓
Customer Enablement & Training	Optional	✓	✓
Monthly Service Reports	—	✓	✓
Quarterly Business Review	—	Optional	✓
Dedicated Technical Account Manager	—	—	✓
Customized SLA	—	Optional	✓

Service Presence & Support Coverage

Location	Focus Areas
Kochi (Head Office)	Corporate Office, Sales & Operations, Technical Support, Customer Success
Bengaluru	Enterprise Sales, Technical Consulting, Customer Support
Trivandrum	Sales & Technical Support, Customer Service

Remote & Onsite Support Capabilities

- Remote Support: PAN India remote assistance, secure remote troubleshooting, VPN-based support.
- Onsite Support: Kerala, Karnataka, Tamil Nadu, and PAN India (on request).
- Core capabilities: 24×7 technical support, SOC services, firewall & network security, endpoint & cloud security, preventive health checks, OEM coordination, remote monitoring, AMC, and incident response.

Self-Service Resources

Secure Solutions provides customers with a comprehensive range of self-service resources to help resolve issues quickly and efficiently. Our knowledge base, technical documentation, FAQs, and support portal enable users to access solutions,

best practices, and product information whenever they need it. For additional assistance, our certified technical team is available through our helpdesk and customer support channels.

Support Portal: ticket@securesolutions.co.in

With strategic partnerships with industry leaders like **FORTINET**, Secure Solutions delivers world-class cybersecurity solutions and services **across all regions**.

Our Offices
Support Presence (Rest of India)

KOCHI (HEAD OFFICE)

- Corporate Office
- Sales & Operations
- Technical Support
- Customer Success

BENGALURU

- Enterprise Sales
- Technical Consulting
- Customer Support

TRIVANDRUM

- Sales & Technical Support
- Customer Service

REST OF INDIA
Our services and support extend to all major cities and business hubs across the country.

SERVICE COVERAGE

REMOTE SUPPORT

- PAN India Remote Assistance
- Secure Remote Troubleshooting
- VPN-Based Support

ONSITE SUPPORT

- Kerala
- Karnataka
- Tamil Nadu
- PAN India (On Request)

OUR SUPPORT CAPABILITIES

- 24x7 Technical Support
- Security Operations Center (SOC)
- Firewall & Network Security
- Endpoint Security
- Cloud Security
- Preventive Health Checks
- OEM Coordination
- Remote Monitoring
- Annual Maintenance Contracts (AMC)
- Incident Response

STRONGER TOGETHER. SECURING EVERY REGION.

Through our partnership with global leaders like **FORTINET**, and other technology innovators, Secure Solutions delivers consistent, high-quality cybersecurity services and support across all regions in India and beyond.

Advanced Support

Secure Solutions Advanced Support is designed for organizations requiring proactive technical assistance, faster response times, and expert guidance for mission-critical IT and cybersecurity environments. Our experienced engineers work closely with customers to ensure optimal system performance, enhanced security, and minimal downtime.

SERVICE	DESCRIPTION
Dedicated Technical Support	Direct access to experienced engineers for faster issue diagnosis, troubleshooting, and resolution.
Technical Account Management	A dedicated point of contact to coordinate support activities, service reviews, and ongoing customer engagement.
Health Checks & Performance Reviews	Regular assessment of system health, security posture, firmware status, and performance optimization.
Root Cause Analysis (RCA)	Detailed investigation and reporting for critical incidents to identify root causes and recommend preventive measures.
Upgrade & Migration Assistance	Planning and guidance for firmware upgrades, hardware refreshes, migrations, and solution enhancements.
OEM Coordination & Escalation	Direct coordination with technology partners for priority case escalation, RMA processing, and technical assistance.
Incident Response Support	Rapid response and expert assistance for cybersecurity incidents, security alerts, and service disruptions.
SOC & Security Monitoring	Continuous monitoring, threat detection, SIEM analysis, and incident management through our Security Operations Center (SOC).
Customer Enablement & Training	Product orientation, administrator guidance, technical workshops, and security awareness sessions for customer teams.

Why Advanced Support?

Delivering expert support that keeps your systems secure, optimized, and always available.

	Faster Issue Resolution
	Certified Technical Engineers
	24x7 Support Availability
	Proactive Security Monitoring
	Priority Escalation
	Preventive Maintenance
	OEM Vendor Coordination
	Continuous Service Improvement



Professional Services

Today's organizations operate in an increasingly complex cybersecurity landscape where technology, threats, and business requirements are constantly evolving. Secure Solutions Professional Services help businesses design, deploy, optimize, and manage secure IT infrastructures with confidence — working closely with customers throughout every stage of the technology lifecycle.

The Professional Services Lifecycle

- Design — Business Alignment: high-level design, low-level design, product-agnostic workshops, site survey.
- Deploy — Accelerated Implementation: migration, configuration, validation, knowledge transfer.
- Operate — Technical Excellence: 24x7 technical support, advanced support services, training.
- Optimize — Performance Excellence: health checks, software upgrade recommendations, incident readiness, penetration testing.
- Evolve — Personalized Care: product upgrade assistance, transformation readiness, migration and replacement, lab testing.

Our Value to Your Business



Reduce Risk

Strengthen your security posture with proactive monitoring, timely updates, and expert guidance.



Maximize Performance

Optimize your IT environment for higher availability, efficiency, and reliability.



Expert Partnership

Work with certified professionals who understand your business and technology.



Lower TCO

Prevent issues before they occur and reduce costs through proactive maintenance.



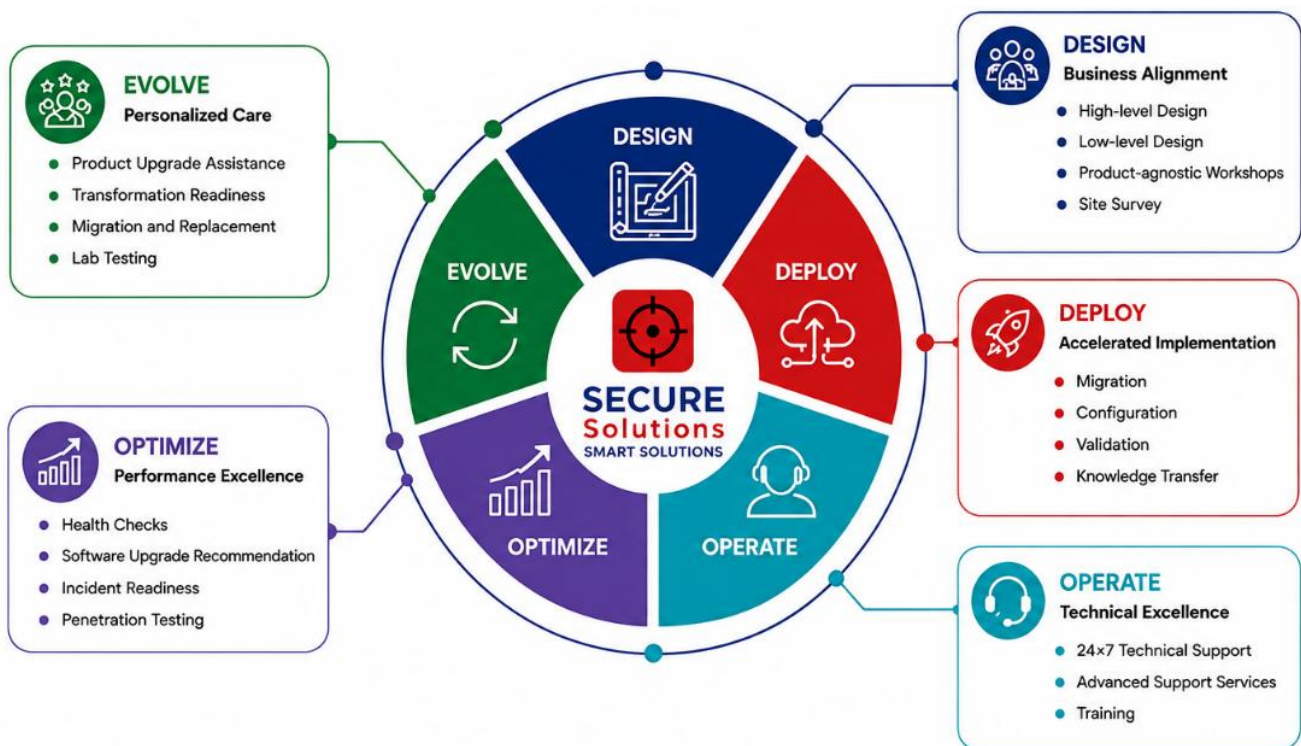
Business Continuity

Ensure uninterrupted operations with 24x7 support and rapid issue resolution.



Secure Solutions is committed to delivering dependable, secure, and future-ready IT services that empower your business to grow with confidence.

KEY BENEFITS OF SECURE SOLUTIONS PROFESSIONAL SERVICES



Cybersecurity Advisory & Consulting

Secure Solutions partners with organizations to strengthen their cybersecurity posture through strategic consulting and industry best practices. Our experts assess your current environment, align security initiatives with business objectives, and develop practical roadmaps that enhance resilience, compliance, and operational efficiency.



ASSESS

Understand Your Security Landscape

- Security Posture Assessment
- Risk & Gap Analysis
- Infrastructure Review
- Business Impact Analysis



DESIGN

Build a Strategic Security Blueprint

- Security Architecture Design
- Compliance & Governance
- Technology Recommendations
- Security Roadmap & Planning



IMPLEMENT

Deploy Secure & Scalable Solutions

- Network & Firewall Security
- Cloud Security
- Identity & Access Management
- Secure Deployment & Integration

Managed Security & Professional Services

Our certified security professionals provide proactive monitoring, expert technical support, and managed cybersecurity services to help organizations protect critical assets and maintain uninterrupted business operations.



PROTECT

Strengthen Your Security Defenses

- Next-Gen Firewall Management
- Endpoint Protection
- Email & Web Security
- Vulnerability Management
- Data Protection



MONITOR

Gain Continuous Visibility & Threat Intelligence

- 24/7 Security Monitoring
- Threat Detection & Analysis
- Log Management & SIEM
- Security Health Checks
- Incident Alerts & Reporting



SUPPORT

Expert Support Whenever You Need It

- Remote & On-site Support
- Incident Response Assistance
- Security Health Check & Tuning
- AMC & Maintenance Services
- Training & Knowledge Transfer

Secure Solutions — Building Trust. Securing Businesses. Driving Innovation.

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54/196A, Panorama Residency Lane, Kumaranassan Road, Kochi – 682020 | Bangalore | Cochin | Trivandrum