



Service Overview

SynAck Solutions delivers managed Vulnerability Scanning and Management services that provide continuous visibility into your organisation's security posture across internal and external attack surfaces. We deploy, configure, and maintain industry-leading scanning infrastructure on your behalf, delivering prioritised vulnerability reports and remediation guidance so your team can focus on fixing issues rather than managing scanners.

The platform runs scheduled and on-demand scans across your environment, automatically identifying new assets, detecting vulnerabilities, and tracking remediation progress over time — all without the overhead of licensing, tuning, and operating scanning tools in-house.

Business Value

- Maintain continuous visibility into vulnerabilities across internal and external infrastructure
- Reduce operational overhead — no scanner licensing, deployment, or tuning required
- Meet compliance obligations: ISO 27001, PCI DSS (ASV), Essential Eight, APRA CPS 234, SOCI Act
- Track remediation progress with trending dashboards and SLA adherence metrics
- Identify emerging vulnerabilities rapidly through scheduled and on-demand scanning
- Free internal security resources from scanner management and infrastructure maintenance
- Receive prioritised findings with CVSS scoring and actionable remediation guidance

What's Included

- Fully managed scanning platform — deployed, configured, and maintained by SynAck
- Scheduled and on-demand vulnerability scanning across all in-scope assets
- External perimeter scanning: public IPs, DNS records, web services, and cloud assets
- Internal network scanning: servers, workstations, network devices, and infrastructure
- Authenticated scanning for deeper visibility into patch levels and configurations
- CVSS v3.1 scoring with contextual risk adjustment based on asset criticality
- Monthly executive summary with trend analysis and risk posture scoring
- Detailed technical reports with remediation guidance per finding
- Remediation tracking and verification re-scans after fixes are applied
- Automatic asset discovery to detect new hosts appearing on the network

Scan Coverage

The service covers assets across your internal and external environments:

- External-facing IP addresses, web servers, and cloud-hosted services
- Internal servers, endpoints, and network infrastructure (switches, routers, firewalls)
- Operating systems: Windows, Linux, macOS, and network appliance firmware
- Applications and middleware: web servers, databases, mail servers, and application frameworks
- Cloud platforms: AWS, Azure, and GCP resource configuration and exposure
- Container environments and orchestration platforms where accessible

Asset discovery scans identify new and unknown assets appearing on the network between scheduled assessments.

What's Excluded

- Penetration testing and exploitation of identified vulnerabilities (available separately)
- Web application vulnerability assessment beyond infrastructure-level checks (available separately)
- Source code review or static application security testing
- Social engineering or phishing campaigns
- Configuration hardening implementation (advisory and guidance provided)
- Remediation execution — we identify and advise, your team implements

Service Tiers

SynAck offers flexible scanning tiers to match your requirements:

- Essential: quarterly external + internal scans, reporting, remediation guidance
- Professional: monthly scanning, authenticated scans, trending dashboard, remediation tracking
- Enterprise: continuous scanning, real-time alerts for critical findings, SLA reporting

All tiers include CVSS scoring and executive reporting.

Engagement Timeline

Baseline scan within 5 business days of onboarding. Reports delivered within 3 business days of scan completion. Critical findings flagged within 24 hours. Remediation re-scans available on demand at no additional cost.

Get Started

Contact us to discuss your environment and receive a tailored proposal. We will assess your asset inventory, recommend the appropriate service tier, and have your first baseline scan running within a week of engagement.

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