



# Solutions Brief

## Managed Services

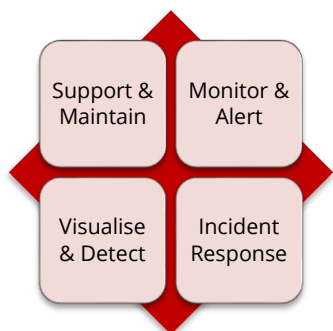
**A**s we move towards the digital world, more and more devices are becoming connected to the enterprise network. With RIoT Solutions Managed Services you can ensure you are Securely Connecting Everything™

We are the trusted pair of extra hands you need to effectively manage your IT infrastructure within an enterprise, corporate or industrial environment. The proliferation of technology solutions within a typical organisation is difficult and costly to manage. This has led to a misconfiguration of key assets and an inability to provide a unified approach to threats. The general lack of visibility and context-specific intelligence across the network has meant that gaining and keeping control is seemingly impossible.

**Support - Monitor - Detect - Respond**

Our Managed Services Suite provides you proven experience from RIoT Solutions certified network and security professionals. You can reduce risk and complexity, while combining best practice change management with continuous optimisation, ensuring the ongoing performance of the network. Whether we are providing an extension to your existing support capability, pro-actively monitoring infrastructure, providing security visibility & detection or incident response services, RIoT Solutions is your partner.

## Managed Services Suite



Managed Services are a next-level addition to our professional services and security assurance offerings. Via our Security Centre based in Brisbane we can be a point of escalation, resolution or a complete support partner. Leveraging our investment in people, process and technology, you can tailor a support solution to fit your IT or OT business needs. We offer a range of features including a local Service Desk, 24 x 7 on-call support and SLA's utilising the specialist expertise of our support and professional services teams.

We focus on three main areas that can be combined to provide maximum value:

1. **Network & Security Infrastructure** (Route, Switch, Wireless, Firewall, VPN, BYOD)
2. **Security Information & Event Monitoring** (SIEM) & Cyber Threat Intelligence
3. **Insider Threat Intelligence** (Honeypots) for ICS, BMS and IT environments

### Contact RIoT Solutions:

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It's time to be **Smart. Connected. Secure.**

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## *Support & Maintain*

### **Extra bandwidth for your resources; removing day to day operational headaches**

Our 'Support & Maintain' service provides extra bandwidth to your IT Resources removing the day-to-day operational headache that complex environments present to your Team. We bridge the gap found in most organisations where skillset or resource challenges appear. Utilise our multi-vendor and technology expertise to support you with troubleshooting, incident management, vendor liaison and escalation.

## *Monitor & Alert*

### **A level of support and partnership to match your organisations demands**

Our 'Monitor & Alert' service provides proactive monitoring and alerting of your Networking and Security Infrastructure. Whether you need a little or a lot of support we will use our knowledge of your service history, IT environment and infrastructure to provide the level of support your organisation demands. The service is built around flexibility and provides customers with direct access to highly skilled engineers.

## *Visualise & Detect*

### **Real world threat detection, advance warning and intelligence capability**

Our 'Visualise & Detect' Service provides an extra security blanket for your business. Through our Managed SIEM, Threat Intelligence, Vulnerability Service and integrated Honeypots, we have created a system that provides real world threat detection, advanced warning and intelligence capability. Allow our experts to help improve your security maturity by increasing visibility and reducing detection times by triaging events, removing false positives, raising and escalating alerts.

## *Incident Response*

### **A consistent approach to incident response handling and protecting forensic artefacts**

Let us reduce the impact of attacks that compromise your business systems or, more importantly, customer data. Utilise our incident response capability and framework aligned to known industry guidelines and standards. This allows us to use a consistent approach to incident response handling and protect artefacts required for forensic investigation.

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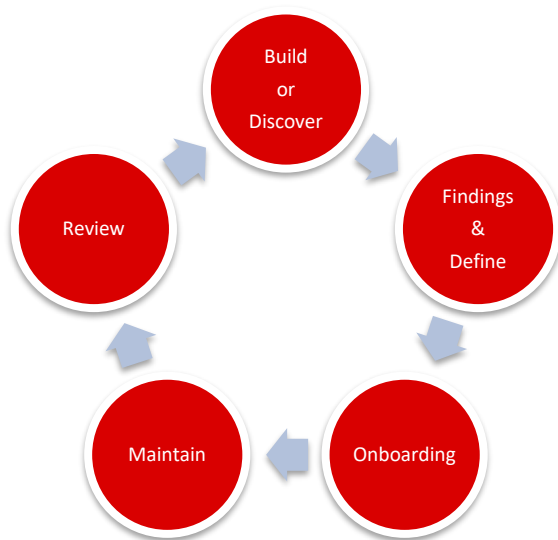
## Why choose RIoT Solutions

### The RIoT-X-Factor

#### **A hand-picked assembly of experts addressing a specific challenge or threat faced by your organisation**

As experts at Securely Connecting Everything™ and with our wealth of enterprise ICT and industrial knowledge, RIoT Solutions is in a unique position to understand the challenges and requirements of managing smart and connected networks.

We utilise industry frameworks to stream line the transition into our managed service offerings. By undertaking a consultative approach to each of the transition phases, organisations can easily on-board into the desired offering with minimal impact to operational duties. RIoT Solutions employs a Continual Service Improvement (CSI) model derived from the ITILv3 framework which includes services reviews, process evaluations, defining and monitoring of CSI initiatives to ensure our services continually improve and support your organisation.



As a Managed Services partner, you have the option to engage a RIoT-X Team at any time. We can build you a specialised team of in-house experts assigned to work specifically on a challenge or threat your organisation needs addressed. A RIoT-X engagement will expand and amplify your response providing remediation and containment options unlike any other team – a true X factor.

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## Services Matrix

	Support & Maintain	Monitor & Alert	Visualise & Detect
<b>Account Structure</b>	<ul style="list-style-type: none"> <li>➤ Prepaid</li> </ul>	<ul style="list-style-type: none"> <li>➤ Fixed price paid monthly in advance</li> </ul>	<ul style="list-style-type: none"> <li>➤ Annual fixed price, prepaid in advance or paid monthly.</li> </ul>
<b>Supported Vendors &amp; Technologies</b>	<ul style="list-style-type: none"> <li>➤ Cisco/Meraki</li> <li>➤ Fortinet</li> <li>➤ Palo Alto/Check Point</li> <li>➤ F5</li> <li>➤ SPLUNK</li> <li>➤ Trend/Carbon Black/SOPHOS</li> </ul>	<ul style="list-style-type: none"> <li>➤ Cisco/Meraki</li> <li>➤ Fortinet</li> <li>➤ Palo Alto</li> <li>➤ F5</li> <li>➤ SPLUNK</li> <li>➤ Trend/Carbon Black/SOPHOS</li> </ul>	<ul style="list-style-type: none"> <li>➤ SPLUNK</li> <li>➤ Nessus/Nexpose</li> <li>➤ Honeypots</li> <li>➤ IT Infrastructure</li> <li>➤ BMS</li> <li>➤ ICS/SCADA</li> </ul>
<b>Key Benefits</b>	<ul style="list-style-type: none"> <li>➤ Consumption based, as and when you need our help.</li> <li>➤ Extended IT capacity on hand to help with troubleshooting, incident management and vendor liaison</li> <li>➤ Prepaid funds can be used on RIoT professional services.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Monitoring of network and or security infrastructure</li> <li>➤ Monthly fixed fee provides a predictable cost structure</li> <li>➤ Can be customised to suit your IT needs.</li> <li>➤ CAPEX or OPEX options on I/F.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provides visibility of cyber security on an existing or new SIEM.</li> <li>➤ Correlates network events with Global Threat Intelligence.</li> <li>➤ Can be added to Support, Monitor or other Manage services for maximum value.</li> </ul>
<b>AVAILABLE FEATURES</b>			
<i>Single Engagement model across vendors</i>	✓	✓	N/A
<i>Incident Escalation</i>	✓	✓	✓
<i>Remote Troubleshooting</i>	✓	✓	✓
<i>Incident / Problem Remediation</i>	✓	✓	✓
<i>Problem Management including RMA's</i>	✓	✓	N/A
<i>Business Hours Support with SLA</i>	Available, fees apply	✓	✓
<i>24 x 7 On-call Support (P1 Incidents)</i>	Available, fees apply	Available, fees apply	✓
<i>Service Requests (MAC's)</i>	✓ unlimited	✓ (10/mnth)	✓ quarterly dashboard updates
<i>Installation of Software / updates</i>	✓	✓	✓
<i>3<sup>rd</sup> Party Vendor Liaison</i>	✓	✓	✓
<i>Monitoring &amp; Alerting</i>	X	✓	✓
<i>Maintenance &amp; Health Check Activities</i>	✓	✓ Quarterly	✓
<i>Service Reporting</i>	✓	✓	✓
<i>Onsite Support</i>	✓*	✓*	Incident Response Retainer available

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### Specialisations:

Cisco | Meraki | Fortinet | Splunk | Palo Alto | Check Point | Trend | F5 | Carbon Black | SOPHOS | Rapid7 Nexpose | Tenable Nessus