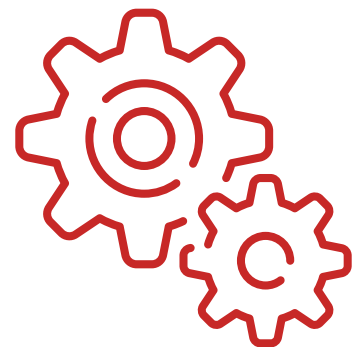




Securely
Connecting
Everything™

Managed Services

RIoT Solutions can support, detect, monitor and respond to incidents ensuring you are Securely Connecting Everything™.



As the digital world continually advances, more and more devices are becoming connected to the enterprise network. However, the proliferation of technology solutions and a general lack of visibility and context-specific intelligence across networks can be difficult and costly to manage. It can also lead to a loss of control, a misconfiguration of key assets, and an inability to provide a unified approach to threats.

Our certified network and security professionals can manage the IT infrastructure within an enterprise, corporate or industrial environment, and reduce risk and complexity by combining best practice and change management with continuous optimisation.

Whether we are providing an extension to your existing support capabilities or managing your security visibility or incident response services, we can proactively monitor and enhance the ongoing performance of your network.

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

- **Network and Security Infrastructure**
including SD-WAN, Route, Switch, Wireless, Firewall, VPN and BYOD
- **Security Information and Event Monitoring**
including SIEM and Cyber Threat Intelligence
- **Insider Threat Intelligence**
including Honeypots for ICS, BMS and IT environments
- **Incident Response**

Why RIoT Solutions?

- ✓ Our people are a hand-picked assembly of technical experts who are flexible, responsible, self-motivated and trustworthy with a 'can do' attitude and a high level of emotional intelligence.
- ✓ The RIoT Solutions team has attained multiple levels of industry certification in networking and security including CCIE, CCDA, CCDP, CCNP, CCSA and CISSP.
- ✓ We utilise industry frameworks to streamline the transition into our managed service offerings and our consultative approach means you can engage our services at any time.
- ✓ Our expert team can be assigned to work specifically on a challenge or threat with minimal impact to your internal operational processes and provide you with remediation and containment options.

The RIoT-X-Factor

Our Managed Services are a next-level addition to our professional services and security assurance offerings. Via our Security Centre in Brisbane we can be a point of escalation, resolution or a complete support partner. You can also tailor a support solution to fit your IT or OT business needs, including engaging a local Service Desk, 24/7 on-call support or utilising the specialist expertise of our support and professional services teams.

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

We are invested in people, process and technology and employ a Continual Service Improvement (CSI) model derived from the ITILv3 framework. This includes service reviews, process evaluations and the ongoing defining and monitoring of Consumer Satisfaction Index initiatives to ensure we continually improve and support your organisation.

Support and Maintain

Our operational support includes tackling resource challenges.

Adding extra bandwidth to your IT resources can often remove day-to-day operational headaches that complex environments sometimes present. Our multi-vendor expertise can also assist with troubleshooting, incident management, resourcing challenges and vendor liaison.

Our services are consumption based meaning you can engage us as and when you need, and we work with a range of technologies including F5, SPLUNK, Fortinet, Cisco/Meraki, Palo Alto/Check Point and Trend/Carbon Black/SOPHOS.

Monitor and Alert

Our 'partnership' support is designed to match your needs.

This service is built around flexibility and provides proactive monitoring and alert capabilities within your networking and security infrastructure via direct access to our highly skilled engineers.

With a fixed price cost structure paid monthly, our services can be customised to suit your IT needs including utilizing CAPEX or OPEX interface platforms.

Visualise and Detect

We offer 'real world' threat detection and advanced warnings.

Through our threat intelligence, vulnerability services, integrated honeypots and managed security information and event management, we have created a system that provides 'real world' threat detection, advanced warnings and intelligence capability.

This can help improve your security maturity by increasing visibility and reducing detection times by triaging events, removing false positives, and raising and escalating alerts. These types of services can also be combined with our other support, monitoring or managed services in order for you to obtain maximum value for your spend.

Incident Response

We have a consistent approach to incident response handling.

Our capabilities and framework is aligned to industry guidelines and standards and allows us to use a consistent approach to incident response handling and protect artefacts that are required for forensic investigation.

We can then expertly and consistently gauge the impact of attacks in terms of compromising your business systems and, more importantly, your customer data.

Industry Awards & Membership:



Service Summary

	SUPPORT & MAINTAIN	MONITOR & ALERT	VISUALISE & DETECT
ACCOUNT STRUCTURE	<ul style="list-style-type: none"> Prepaid 	<ul style="list-style-type: none"> Fixed price paid monthly in advance 	<ul style="list-style-type: none"> Annual fixed price, prepaid in advance or paid monthly
SUPPORTED VENDORS & TECHNOLOGIES	<ul style="list-style-type: none"> Cisco/Meraki Fortinet Palo Alto/Check Point F5 SPLUNK Trend/Carbon Black/SOPHOS 	<ul style="list-style-type: none"> Cisco/Meraki Fortinet Palo Alto F5 SPLUNK Trend/Carbon Black/SOPHOS 	<ul style="list-style-type: none"> SPLUNK Nessus/Nexpose Honeypots IT Infrastructure BMS ICS/SCADA
KEY BENEFITS	<ul style="list-style-type: none"> Consumption based, as & when you need our help Extended IT capacity on h& to help with troubleshooting, incident management & vendor liaison Prepaid funds can be used on RIoT professional services 	<ul style="list-style-type: none"> Monitoring of network & or security infrastructure Monthly fixed fee provides a predictable cost structure Can be customised to suit your IT needs CAPEX or OPEX options on I/F 	<ul style="list-style-type: none"> Provides visibility of cyber security on an existing or new SIEM Correlates network events with Global Threat Intelligence Can be added to Support, Monitor or other Manage services for maximum value

INCLUSIONS & FEATURES

Single Engagement model across vendors	✓	✓	N/A
Incident Escalation	✓	✓	✓
Remote Troubleshooting	✓	✓	✓
Incident / Problem Remediation	✓	✓	✓
Problem Management including RMA's	✓	✓	N/A
Business Hours Support with SLA	Available, fees apply	✓	✓
24 x 7 On-call Support (P1 Incidents)	Available, fees apply	Available, fees apply	✓
Service Requests (MAC's)	Unlimited	(10/month)	quarterly dashboard updates
Installation of Software/updates	✓	✓	✓
3rd Party Vendor Liaison	✓	✓	✓
Monitoring & Alerting	x	✓	✓
Maintenance & Health Check Activities	✓	Unlimited	✓
Service Reporting	✓	✓	✓
Onsite Support	✓	✓	Incident Response Retainer available

For more information, or to discuss your technology and business needs, contact the RIoT team.

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or visit us at www.riotsolutions.com.au