



# IT SERVICES

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## SECURITY SUITE AND PATCH MANAGEMENT

Evolving technology gives businesses the chance to continue growing. However, the more advanced our technology gets, so do hacker attacks. Hackers can steal valuable data, threaten your network, and disrupt productivity. Sometimes it just takes the smallest vulnerability to cause the biggest problem at your business, which is why constant vigilance about your security is essential to survival. Without constant application and security patch updates, those vulnerabilities will be targeted. This is where **EMPIST's Support+ Security Suite & Patch Management** comes in.

### WHAT IS SUPPORT+ SECURITY SUITE & PATCH MANAGEMENT?

Keeping your business adequately protected against known and unknown threats requires a comprehensive approach. **Support+ Security Suite & Patch Management** is a single, integrated solution that safeguards your network, including remote users.

**EMPIST** uses a combination of enterprise-class anti-virus, anti-spyware, anti-malware, and anti-X softwares that run in conjunction with constant monitoring and management by our Network Operations Center (NOC) engineers, all at an affordable cost with unlimited support. With a proactive, real-time threat protection approach and proper application and security patching, you will gain peace of mind.

### WHY IS SECURITY SUITE & PATCH MANAGEMENT NECESSARY?

When it comes to security, you can't take any shortcuts or skip steps to reach optimum protection. Companies worldwide are extremely dependent upon technology to run business operations, so constant monitoring of your security is the only way to make sure that vulnerabilities are covered against malware and virus attacks. **EMPIST Support+ Security Suite & Patch Management** provides a comprehensive and effective safeguard against threats with proper application and security patching so that you can rest easy knowing your business is safe.

PROACTIVE  
ADVANCED

ENTERPRISE CLASS **SOLUTIONS.**



## COMPREHENSIVE PROTECTION

This multi-layered, proactive approach significantly lowers risk and gives you the confidence that your business assets and network are safe. Whether the attack is coming from a malicious insider or is externally motivated, endpoints will be protected. **Support+ Security Suite & Patch Management** increases network security, helps lower your total cost of ownership by reducing administrative overhead and costs associated with outbreaks, and minimizes downtime while maximizing uptime.

## KEY BENEFITS

**Support+ Security Suite & Patch Management** offers a host of solutions under its umbrella that are designed to cover your security needs at every point.

- ✓ Multi-layered Single Agent Security & Patch Management
- ✓ Operating System Security and Application Patch Management
- ✓ Anti-Virus and Anti-Spyware Real-Time Protection
- ✓ Anti-Rootkit
- ✓ Complete Reporting and Alerting Capabilities
- ✓ Rapid and Simple Deployment
- ✓ Allows Only Trusted Applications to Run
- ✓ Improves Endpoint Performance and End-User Productivity

# SIMPLE SEAMLESS SECURE

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**EMPIST PROVIDES  
SECURITY SERVICES  
24-7-365**



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SIMPLIFYING  
TECHNOLOGY

## HARDWARE AS A SERVICE (HaaS)

Imagine that you could trim your technology costs, increase your working capital, and upgrade your hardware all at the same time. When you have **EMPIST Hardware-as-a-Service (HaaS)**, this is possible!

### WHAT IS HAAS?

**HaaS** is a leasing program that allows your business to lease and upgrade all of your technology while also receiving **EMPIST's** award-winning managed support for that equipment at an affordable monthly cost, therefore reducing your capital expenditures. With **EMPIST HaaS**, your organization will have the latest technology to maximize your productivity and business operations. You will have full hardware management and maintenance with unlimited remote and onsite support without having to purchase your own software or deal with managing licenses and warranties.

### KEY FEATURES AND BENEFITS

- ✓ Flexible and scalable
- ✓ Maximized uptime and productivity
- ✓ Always relevant and updated technology
- ✓ Affordable monthly cost
- ✓ Reduced capital expenditures
- ✓ Constant 24/7/365 monitoring and management

### TECHNOLOGY OFFERINGS

- ✓ Computers
- ✓ Servers
- ✓ Network Infrastructure  
Backup & Disaster  
Recovery
- ✓ Phone Systems
- ✓ Software

### HOW CAN HAAS HELP YOU FREE UP CASHFLOW?

The cost of maintaining business computer and network hardware and software in-house is a huge challenge. In addition to the initial capital investment, costs are incurred for constant upgrades as technology evolves and changes. At **EMPIST**, we have the solution that may be right for your business: **HaaS**, which provides your business with comprehensive hardware and software solutions at a predictable and affordable monthly rate, can help you convert capital expenditures into monthly operating expenses. This service will seamlessly scale with your business and accommodate present and future needs.



# IT SERVICES

## BACKUP & DISASTER RECOVERY

There is no way to predict what might occur that could jeopardize your business operations, but there are ways to prepare for the possibilities. If access to your company data and a reliable network is critical to the success of your business operations, it's time to consider what your options are in order to be prepared and proactive about ensuring your company's future.

### WHAT IS BACKUP & DISASTER RECOVERY?

When it comes to something as important as company data, the best practice is to have multiple protective measures. **EMPIST Backup & Disaster Recovery (BDR)** offers an affordable, integrated, local and offsite solution.

With **EMPIST BDR**, one is never enough. Our service creates three copies of your data which are securely stored across multiple locations, and constantly monitored by our **Network Operations Center (NOC)**. Two of these copies are stored in offsite data centers, and the other is stored on our secured local backup appliance.

**EMPIST BDR** also provides complete business continuity which restores access to your data and continues operations as quickly as possible after a disaster. We make the security of your data a priority, so you can be assured that you're covered and ready for any surprises. It's difficult to get back what you lose, but it's simple to make sure you never lose it!

### KEY FEATURES AND BENEFITS

- ✓ Proactive 24/7/365 monitoring
- ✓ Monitoring activity logs
- ✓ Full comprehensive warranty
- ✓ Local warm spare server
- ✓ Offsite virtual server for failover
- ✓ Bare-metal restore for servers
- ✓ Rapid data recovery
- ✓ SSL encryption for secure data transmission
- ✓ Regulatory and industry compliance

BACKUP  
RECOVERY



# IT SERVICES

## MANAGED SERVICES

### WHAT ARE MANAGED SERVICES?

**Managed Services** are a branch of IT that provide proactive, preventative, remote and onsite comprehensive care of your technology systems.

**EMPIST** can monitor and manage your network systems with our **Support + Managed Services** for small, mid-sized, and enterprise businesses. We provide a comprehensive, flexible and affordable suite of services that support a scalable IT environment. A Single-Point-Of-Contact (SPOC) will ensure constant technology care all day every day by giving full support to your users, performing any necessary security updates and software upgrades, monitoring all system performance, and triaging all technology-related vendor issues.

### KEY FEATURES AND BENEFITS

**Support + Managed Services** allow you to optimize systems, networking, and application and security resources across the network at predictable monthly rates. Our Network Operations Center (NOC) engineering staff provides **24/7/365** monitoring and management of your IT infrastructure. This proactive approach ensures that your IT systems remain constantly operational and secure, to minimize downtime and maximize employee productivity. Other key features include:

- ✓ Increased operational efficiency
- ✓ Maximized system security and unlimited remote/onsite support
- ✓ Data Backup & Recovery
- ✓ Weekly Monitoring and Monthly Management Reporting
- ✓ Anti-Virus & Anti-Malware Protection
- ✓ Patch Management
- ✓ Staff and Resource Augmentation

### WHY MANAGED SERVICES?

The features and benefits that our **Support + Managed Services** options bring your business will help make your IT budget more stable and predictable while helping increase your levels of internal IT support and performance. EMPIST can monitor and manage your network and system devices and support the entire organization effectively.

MANAGED  
SERVICES



# SUPPORT+ MANAGED SERVICES



Server Care



Network Care



Desktop Care

|  | Server Care | Network Care | Desktop Care |
|--|-------------|--------------|--------------|
| Unlimited Remote Control Support                       | ●           | ●            | ●            |
| Unlimited Help Desk Support                            | ●           | ●            | ●            |
| Access to Knowledge Base                               | ●           | ●            | ●            |
| NBD Onsite Response                                    | ●           | ●            | ●            |
| After Hours Support                                    | ●           | ●            | ●            |
| Network Reporting                                      | ●           | ●            | ●            |
| Network Optimization & Maintenance                     | ●           | ●            | ●            |
| Network Device Monitoring & Management                 | ●           | ●            | ●            |
| Firmware Management                                    | ●           | ●            | ●            |
| VPN Monitoring & Management                            | ●           | ●            | ●            |
| Firewall Audits  | ●           | ●            | ●            |
| Website Monitoring                                     | ●           | ●            | ●            |
| Port Monitoring  | ●           | ●            | ●            |
| Integrated Management Reporting                        | ●           | ●            | ●            |
| Management Meetings                                    | ●           | ●            | ●            |
| Server Optimization & Maintenance                      | ●           | ●            | ●            |
| System Resource Monitoring                             | ●           | ●            | ●            |
| Log Monitoring   | ●           | ●            | ●            |
| Security Patch Management                              | ●           | ●            | ●            |
| Application Monitoring & Maintenance                   | ●           | ●            | ●            |
| Virus & Spyware Detection and Protection               | ●           | ●            | ●            |
| Microsoft App Monitoring and Management (SQL Exchange) | ●           | ●            | ●            |
| Software Distribution                                  | ●           | ●            | ●            |
| Hardware and Applications Adds/Change Notification     | ●           | ●            | ●            |
| Backup Software Monitoring & Management                | ●           | ●            | ●            |
| Desktop Optimization & Maintenance                     | ●           | ●            | ●            |
| Security Monitoring & Management                       | ●           | ●            | ●            |