

## What is S.H.I.E.L.D ?

S.H.I.E.L.D is a complete life-cycle management program where businesses can stretch security budgets and improve security outcomes by outsourcing aspects of systems, including infrastructure, specialized staff, and ongoing maintenance through our multi-tiered service and support programs.

**SUPPORTING** Your technology needs through 24/7 real-time response center

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**HELPING** You prevent issues with ongoing maintenance

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**INFORMING** You about changes in the technology landscape that impact your day-to-day operation

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**ENHANCING** Your solution as your technology requirements evolve

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**LISTENING** To your needs and offering recommendations for improvement

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**DELIVERING** An array of support services customized to your needs

Managed services are the practice of outsourcing the responsibility for maintaining and anticipating the need for a range of services, processes and functions. Historically managed services improve operations and reduce overall budget requirements by augmenting staff and benefits.

One of the benefits of managed services is that it frees our clients' employees to focus on the jobs they were hired to do – it also enables us to fill in gaps as needed. A genuinely qualified managed service partner like Unlimited Technology will offer a flexible service model that allows you to determine what level of service is required.

\* S.H.I.E.L.D Managed Service Products are in addition to our tiered Program Support Plans

<b>HOSTED INFRASTRUCTURE</b>	UT will provide managed cloud servers including technical support, expertise and infrastructure resources to support our clients without the worry of infrastructure management.
<b>ENDPOINT DETECTION AND RESPONSE (EDR)</b>	Our endpoint security solution continuously monitors end-user devices to detect and respond to cyber threats like ransomware and malware.
<b>CLOUD-FIRST BACKUP</b>	We will provide cloud backup for all of your virtual and physical servers, databases, workstations and documents. Our cloud backup can help reduce the cost and complexity of data protection – without sacrificing speed or reliability.
<b>PROACTIVE PATCH MANAGEMENT</b>	We ensure your systems are up to date with the latest software patches. Patch Management includes monitoring for updates, applying patches and remediating issues that may come up with new patches.
<b>24/7 REMOTE MONITORING</b>	Remote Monitoring is designed to monitor client endpoints, networks and computers remotely and proactively. Monitoring is put in place to mitigate security risks for our clients.
<b>MAIL RELAY SERVICE</b>	SMTP mail relay routes emails through a trusted third party to help deliver emails without using our customers' mail servers which might compromise existing IT policy.
<b>BASE CYBER PLATFORM &amp; EMPLOYEE AWARENESS PACKAGE</b>	This solution sends out simulated phishing attacks monthly. Phished users are then directed to a training portal for awareness training.
<b>DARK WEB SEARCH</b>	We will uncover any of your company and employee compromised credentials in Dark Web markets, data dumps and other sources and alert you – giving you the advantage to act before cyber criminals do.

<b>PASSWORD ROTATION</b>	Changing/resetting of a password(s) to reduce the risk from password-based attacks.
<b>ON-DEMAND CREDENTIAL MANAGEMENT</b>	On-Demand Credential Management offers the perfect solution for businesses that don't want the hassle of printing their own access cards and badges. Pre-printed cards are perfect for small businesses that don't require the need of their own ID card printing system or for large businesses that need help printing larger quantities all at once.
<b>ACCESS CONTROL SYSTEM MANAGEMENT</b>	Change door schedules and add/change or modify access rights and card holder information.
<b>REPORT GENERATION</b>	Provide the end user with system reports from any technology-related applications or customized reports on a monthly schedule.
<b>ALARM MONITORING</b>	Professional monitoring services are provided by multi-redundant, hardened command centers and secure hosted customer care center, all staffed 24/7/365.
<b>EXERO</b>	Device Agnostic cloud-based business intelligence, asset management and health monitoring service for all endpoints from a single dashboard.
<b>ON-PREMISES MIGRATIONS TO AZURE</b>	Provides cost-effective disaster recovery and high resource availability like AZURE provide a cloud disaster recovery strategy that helps businesses stay up and running in events where the physical infrastructure is unavailable at any time.
<b>VIRTUAL CIO SERVICES</b>	Advice and recommendations provided in accordance with relevant industry and best practices based on our clients specific needs.