

Managed Services

A TBG Security Professional Services Offering



**LET TBG MANAGE YOUR
INFRASTRUCTURE WITH
CONFIDENCE:**

**TBG'S INTEGRATED IT
AUTOMATION FRAMEWORK
PROVIDES:**

- Computer Audit and Inventory
- Patch Management
- Automated System Management
- Automated Power Management
- Managed Service Templates
- Cross Platform Support (PC and Mac)
- Help Desk
- Automated User State Management
- System and Windows Event Log Monitoring and Alerts
- Desktop Policy Enforcement
- LAN Discovery
- Software Deployment
- Remote Control
- Real Time Monitoring
- Comprehensive Reporting

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Focus on your business, not your technology.

Businesses rely on their LAN and WAN infrastructure to be fast, reliable, scalable and flexible enough to handle an ever increasing variety of critical applications. Ensuring secure, optimal performance among the many components that make up these networks is no easy task. TBG's Managed Services are designed to mitigate these difficulties by combining physical network, routers, switches, management, maintenance and monitoring into a simple service, allowing your IT staff to concentrate on the applications that deliver value to the business rather than on the performance of the applications and the networks on which they reside.

For many large businesses, the value of managed network services, such as routing and unified communications, actually increases during economic downturns. That's true in part because those companies may have to cut their staffs, and because the technology is getting more and more sophisticated. If you do not have a dedicated IT staff, you can feel confident knowing that qualified experts from TBG Security will manage your network requirements professionally and reliably. If you do have an IT department, you can delegate nonstrategic network management areas to TBG Security, giving your team the time and resources to focus on core competencies or IT projects that directly affect resources and revenue.

Enjoy the peace of mind of working with TBG Security in the delivery of its services knowing that they meet the highest standards for network support; interoperability, service reliability, and service quality.



TBG SECURITY

Securing Your Business For The Future

The TBG Managed Services Solution Changes The Way Your Systems Are Managed

TBG's Managed Services Solution (MSS) builds automation into the systems deployment and management process by mirroring best practices associated with the provisioning of services, automating repetitive work by machine-driven tasks and processes.

The benefits of our approach to real-time, web-based IT task and process management are:

TBG's MSS provides a self-managing distributed virtual VPN without the complications of managing VPN software, enabling immediate access to all "hooked" IT assets from a single Web site that supports human tasks and machine processes.

TBG's MSS provides a cost-effective solution for managing, controlling, analyzing, planning and administering transaction-oriented IT business functions such as anti-spyware deployment and maintenance.

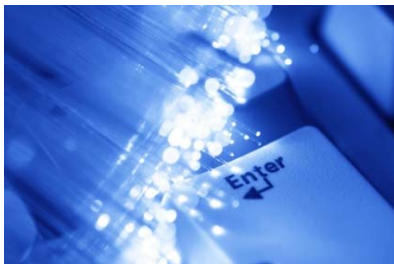
Exploits the best of the latest technology—including a patented connection algorithms, a patented Virtual System Administration "VSA" methods, MS IIS, SQL Server, TCP/UDP and other technologies.

Provides a "one-touch" approach to process management, reducing processing errors, ensuring compliance with procedures and increasing the flexibility of managing transaction intensive tasks in the IT department.



Automated Network Management

IT Automation is the key for transitioning from a reactive environment to a proactive, results based IT service model. TBG's MSS provides unparalleled automation of periodic IT tasks required to manage and maintain systems and devices. TBG can create and automate processes on demand. Using IT procedures, we can automate anything that can be run at the command line along with other functions for registry manipulation, user interaction, logging, database access, messaging and other OS related functions. If you can do it from the command line, it can be done in an IT Procedure!



Automated procedures are scheduled and executed by the TBG MSS agent without end-user intervention. All steps are logged and can be reported on at any time.

The result: machine management by policy, reducing staff time while increasing the scalability of the IT organization.

IT Asset Management

To get to the root of problems and provide solutions quickly and efficiently, IT professionals need a complete IT asset management of the servers, workstations, mobile computers and software on the network. This task increases in difficulty as the network expands beyond the walls of the organization to multiple remote locations. Automatic recurring network discovery and system audits keep inventory up-to-date and accurate at all times.

IT Asset Management Discovery. A simple automated scan of the network will identify any IP-enabled device to obtain an accurate picture of your IT assets.

Software and License Audit. TBG's MMS will discover and inventory all software applications, license keys and duplicate licenses.

Compliance. To maintain corporate compliance, it is essential to know what software is installed on which machines and the license availability of your critical business applications and operating systems. TBG's MMS provides detailed reporting capabilities so you will have access to the critical information about your IT assets.



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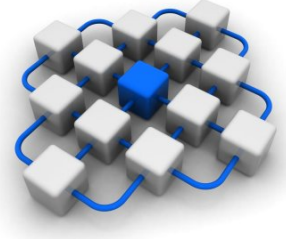
Performance Monitoring

IT driven businesses cannot afford system outages and bottlenecks that affect productivity and customer satisfaction. Proactive IT system and application monitoring can help mitigate availability issues before users notice any difference in performance. TBG's MMS will all you to:

- Proactively monitor systems and devices to detect potential problems and automatically respond to conditions
- Implement best practices to identify and resolve network infrastructure and system problems
- Optimize the efficiency of the IT department

Maximize Network and Server Uptime

TBG's MSS can maximize network availability and uptime by monitoring all aspects of your network servers, workstations and devices. When a monitoring threshold limit is detected, TBG MSS can send an alarm via e-mail, create a service incident and take automated remediation action such as restart a service, rebooting the machine, or running a specific IT procedure.



Increase Visibility and Performance

IT assets are often in disconnected areas such as data centers, office buildings and remote facilities. This makes it difficult to monitor performance, dependency, and business relationships across the organization without an integrated management platform. TBG's MSS provides network visibility utilizing asset and monitoring data within active dashboards, queries and executive level reports. This unique capability allows TBG to view performance across the organization to help you make more informed business decisions.

Patch & Upgrade Management

IT Administrators and managed service providers know that when their network is at risk, their organization is at risk. It is a daunting task to keep up with and apply security updates within the IT infrastructure. Especially if the networks span multiple locations, include multiple domains, traverse multiple firewalls, and include remote and home users.

From simple fully automated patch deployment to script based automation for a customized deployment, TBG's MSS provides secure and comprehensive enterprise class automated patch management solutions to help keep security holes. TBG's Patch Management Solution automates the deployment and installation of patches and updates on a predefined and recurring.



Automatic and Recurring Patch Scans

- Scheduled or ad-hoc
- By computer, group or user defined collections of computers
- Scan networks for installed and missing security patches
- Automates the tedious process of researching
- Detects vulnerability
- Identifies which patches are installed and date installed
- Determines which patches are needed
- Monitors and maintains patch compliance throughout your enterprise

Client Agent Technology

- Does not require multiple patch servers
- Ensures that all systems are protected, even remote users on laptops and workstations
- Implement across entire network, not just servers
- Always know what patches and security holes reside on each user's system



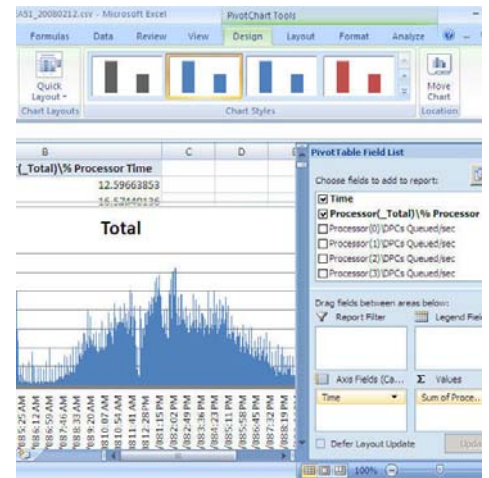
IT Management Reporting

IT Administrators need quick and easy access to the details of their networks. The ability to accumulate, track and analyze data over time is invaluable for tactical and strategic planning.

TBG's MSS provides comprehensive and integrated reporting for all data collected and stored in the system. From hardware and software inventory to bandwidth usage and server uptime, TBG provides IT professionals with the information they need to effectively manage the network infrastructure and respond quickly to audits and other compliance and regulator requests.

TBG provides Complete Integrated Management Reports, Detailed list table and graphic style reports as well as complete and customizable reports such as:

- Hardware and Software Inventory
- Changes to Computer Hardware or Software Disk Utilization
- License Usage and Compliance
- Network Usage and Statistics
- Server and Workstation Uptime History
- Service Desk / Help Desk Trouble Tickets
- Computer Logs and Status
- Security Patch and Update Status



IT Security Management



Endpoint Security

TBG's MSS provides world class, enterprise level anti-virus, anti-spyware and rootkit protection for servers, workstations and mobile computers.

Enterprise Class Anti-virus Anti-spyware and Rootkit Protection

TBG's MSS will protect your systems from viruses and spyware and detect rootkits in real-time. It's built using industry leading anti-virus technology that is known to detect more viruses than other solutions, perform fast scans and take up little memory on your systems. Heuristics on top of signatures are used to greatly improve the detection logic with automatic unattended updates to ensure maximum protection.

Centralized Management

Management of endpoint security functions is centralized within the unified and consistent web-based Kaseya console. TBG can automate and have visibility of all deployment, configuration, status and operation of the endpoint security functionality. This greatly reduces complexity while increasing uptime, efficiency and productivity throughout the IT department and the entire organization.

Unified Threat Management

With automatically enforced protection policies and a central unified threat management console, our solution will automatically encrypt and quarantine suspicious files and known infections that cannot be cleaned immediately. The TBG administrator can view all current and historical threats and also determine if end users can open a suspect file or not. TBG can now ensure that quarantined files are scanned when new virus definition files are released so that, once cleaned, the file can be released for use.

Complete Reporting and Alerting

TBG can create custom views and reports that combine system information with anti-virus and configuration information. Our Dashboards and Executive Summary Report delivers a visual way to identify virus outbreaks in real-time, as well as chart virus control activities over time in order to demonstrate progress and IT's value to management.

Regulatory Compliance

One of the top challenges facing IT professionals is ensuring regulatory compliance for their organization. Maintaining and enforcing corporate standards is critical to demonstrating compliance. Ensuring that business and IT processes are in place to comply with rules and regulation like the Massachusetts Regulation 201 CMR 17.00, Sarbanes-Oxley Act of 2002 (SOX) and American Health Insurance Portability and Accountability Act of 1996 (HIPAA), can be tedious and demonstrating compliance in an audit may be a time consuming IT task.



Utilizing TBG's MSS, organizations can minimize the challenges of maintaining regulatory compliance by automating IT tasks. This leads to higher standards of efficiency, reliability and transparency.

Regulatory Compliance is made possible through:

- Improved control and visibility into systems
- Centralized Reporting resulting in efficient audit preparation
- Easy and reliable access to critical information ensuring proactive and timely decisions
- IT Security and Data protection - manage, protect, backup and restore with a simplified IT automation process

Network Policy Enforcement

IT Administrators and service providers need an easy and quick method to implement and enforce access policies throughout their computing infrastructure.

The ability to enforce network policies is an important foundation for a secure computing environment. TBG's MSS allows us to maintain policy management and enforcement for files, network access and applications.

File Access Policies

- All, groups or specific computers
- One or multiple files
- Total restriction or by specific applications

Network Access Policies

- All, groups or specific computers
- Integrated with software inventory
- Permit or Deny application access
- Automatically "learn" application access

User notification option

- Track network usage by computer and applications
- Application Access Policies All, groups or specific computers Select one or several applications
- File Access Policies
- Application Access Policies
- Network



For more information about how TBG Managed Services Solutions can help your organization, contact us at information@tbgsec.com