CTSI
Computer Transition Services, Inc.

3223 S. Loop 289
Suite 556
Lubbock, TX 79423
806.793.8961
CTSINET.COM

600 S. Tyler Street
Suite 2100
Amarillo, TX 79101
806.793.8961

Photo by Jim Hoffiens

Armstrong County Migration from Help Desk to CTSINet Assurance with Cyber Defense
May 2023

Provided by:
Computer Transition Services, Inc.

For:
Armstrong County

Current Help Desk Agreement:

$1,021.61 monthly

Average Additional Spending for On Site Service:

$543.31

Total Average Monthly Charges:

$1,564.92

CTSINet Assurance with Cyber Defense:

$2,159.88

SUPPORT SERVICES

Network Support, Management & Monitoring

- Remediation services provided for all servers, routers, and switches included in the plan as covered devices with 24x7x365 monitoring.
- Monthly reporting of IT systems availability, performance, and health.

IT Budgeting, Development & Planning

- We assign a dedicated Technical Account Manager & a specific support team to your organization to help ensure optimum performance and effective virtual IT management services.

Professional Consulting

- We assign a dedicated Technology Consultant to assist your organization with Strategic IT Planning, Vendor Management, & Technology Asset Management.
- Quarterly Business Reviews with your Technology Consultant for in-depth reporting & insight that gives you a more accurate picture of your IT systems.

Desktop and End-User Support

- Remediation services provided for all covered desktops and selected user applications.
  Remediation and technical support for workstations with 24x7 monitoring and assistance with mobile device issues.
- Assigned CTSI Technical Account Manager
- Fixed monthly fee to support all covered devices during business hours
- Customer portal to help monitor service requests submitted to CTSI
- 24x7 automated email or text message notifications for all monitoring systems alerts
- Priority response
- Dedicated Help Desk and Service Team

WORKSTATION & SERVER SECURITY SERVICES INCLUDED:

Server and Endpoint Security Protection

- A next-generation endpoint security solution that prevents, detects, and responds to advanced cyber threats using real-time, cloud-based intelligence and analysis. Using multiple preventative engines automatically identifies ransomware and other advanced threats before they reach your endpoints.

DNS Protection

- DNS Protection intelligently identifies and stops threats and malware over all ports and protocols before they reach your endpoints or network.

Patch Management

- Leverages industry-leading patch management tools to take complete ownership and manage delivery to servers and endpoints. Ensures reliable detection and remediation for Windows and third-party software updates.

Email Protection

- Protection against email-born security threats including phishing, malware, spam, and other forms of objectionable or dangerous content.

Cyber Security Features that have been added to the new CTSNet Assurance with Cyber Defense Plan:

- **Annual Comprehensive Vulnerability Scan**
  - An assessment solution to pinpoint vulnerabilities, configuration issues, and malware that attackers use to penetrate a network.
  - Each scan provides insights into the vulnerabilities along with remediation suggestions.

- **SIEM/SOC Service**
  - Within our security incident and event management platform, a dedicated team of security analysts monitors the logs and live events received from your critical IT devices and rapidly respond to detected threats to your business data. In addition, our analysts perform a daily review of all logs and security event notifications 7x365.
  - Cost-efficient monitoring, detection and response meets regulatory requirements, including HIPAA, PCI-DSS, GLBA, SOX, NIST, to name a few.

- **CTSI eSecure Email Filtering - Advanced**
  - Protection against email-born security threats including phishing, malware, spam, and other forms of objectionable or dangerous content.

- **Persistent Threat Detection for Windows Servers and Workstations**
  - Enables our team to find and stop hidden threats that sneak past our preventive security tools.
  - By focusing on a specific set of attack surfaces, vulnerabilities and exploits, we are able to protect from persistent footholds, ransomware and other attacks

- **Zero Trust Application Control System for Windows Servers**
  - Total endpoint control over what software can run, and what resources it can access.
  - Application Whitelisting puts us in control over what software, scripts, executables, and libraries can run on your servers.
  - Controlling what software can run should be the first line of defense in protecting your network.

- **Weekly internal Vulnerability Scan on Windows devices**
  - Weekly network assessment scans generate useful information about all network resources, changes, and security vulnerabilities.
  - Highlights anything outside of norms and best practices to quickly focus on discovered issues.
  - Saves individual network scans for future reference and comparison.

- **Daily Detection and Policy Monitoring**
  - Uses a combination of machine learning and intelligent tagging to scan for suspicious anomalies or suspicious activity behind the firewall(s).
  - Includes weekly internal vulnerability scans to detect and prioritize threats by severity.

Network Access Control and Port Security for centralized Authentication, Authorization, and Accounting (AAA) for wireless, remote access, VPN connections and networking equipment

CTSI CLOUD CONNECT SERVICES

CLOUD CONNECT

BACKUP AS A SERVICE (BaaS) COMPONENTS:

CTSINET CLOUD CONNECT BENEFITS:

- Remote and secure cloud-based storage
- Data is encrypted from the moment it's backed up for safety and confidentiality of your crucial business data
- Ransomware protection protecting data at the storage system level-allowing data to not be deleted or changed for a set period of time. Ransomware cannot encrypt data during this time because no changes are allowed-protecting your data and keeping ransomware out
- Flexibility and reliability to fit the distinct needs of your business
- The experience and reliability of the CTSI team to ensure your cloud services are working properly

- 5 ea BaaS with Ransomware Protection powered by Veeam and Cloudian-100 GB
- 1 ea Veeam Agent for Windows Servers

Devices Covered Under BaaS:

- 1 Physical Server
- 500 GB of Data

MONTHLY: $59.60

ANNUAL: $ 715.20

ONE-TIME IMPLEMENTATION AND SETUP FEE: $360.00

*Does not include applicable sales tax