

Endpoint Spectrum ProtectionSM (ESP)

Multi-faceted Defense for First-rate Network Security

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The average person has at least seven devices, or endpoints, that need to function properly, on a daily basis. Whether it's your server, mobile phone, laptop or printer, they all connect to a network, such as a business network or the Internet. This connection is a gateway for the devices to be susceptible to cyberattacks which could threaten your productivity.

Ask yourself the following questions:

- What devices do I have on my network?
- Do all of my devices have adequate protection?
- Are my devices up to date?
- Am I running out of space?
- Are all critical services running and doing so optimally?

It's a big task always having to know the answers to these questions. Our Endpoint Spectrum Protection (ESP) can give you this information, automatically, whenever you need it.

Building a solid security foundation for your organization is fundamental; and, protecting the endpoints bears great weight in this equation. Providing a managed services suite of tools, ESP brings you a variety of options from which to choose to guard your endpoints. It uses industry standard tools from our premier technology partners for centralized management, logging and alerting, software and OS patching, antivirus and antimalware, and host detection. You can also obtain access to our expert helpdesk team and services for added assistance.

Designed with an array of specialized security features that work seamlessly together, ESP gives you a solution that you can be confident about. Knowing that your network is

not only secure, but also operating at maximum efficiency, allows you to focus on what matters – the goals at hand.

Endpoint Spectrum Protection Offers Something for Everyone

Essentials

Our **Essentials** package presents a basic security option, ideal for organizations just starting to implement security measures and those looking to complement their existing security. **Essentials** is built on the foundation of patch management (Microsoft and third-party) – the number one first step you can take toward improving the security of your environment.

Proper patch management ensures that there are no identified holes in your network for hackers to sneak through. Its abilities are boosted by malware protection for endpoints, and service and performance monitoring and alerting with automatic remediation for common issues.

Essentials includes:

- ▲ Endpoint Monitoring
- ▲ Endpoint Protection
- ▲ Patch Management

With **Essentials**, security is nestled safely in your hands for you to control.

Seeking more support? We offer security add-ons at an additional cost, including asset management, reporting functionality, and readily accessible helpdesk support via remote control.



Enhanced

Our **Enhanced** package comprises all of the features of Essentials, with the addition of alert management. This entails our helpdesk processing alerts generated by the ESP platform. Any alert that warrants further attention or manual remediation will prompt our helpdesk team to contact you and determine the proper course of action.

Enhanced includes:

- ▲ Endpoint Monitoring + Triage (Receive, Process & Advise)
- ▲ Endpoint Protection
- ▲ Patch Management

Enhanced brings threats immediately to your attention and advises you how to manage them.

Comprehensive

Our **Comprehensive** package consists of all the features of **Enhanced**, with the addition of **broad support coverage**. This involves priority access to our helpdesk team for remote issue remediation during Twinstate Technologies' Normal Business Hours on covered support issues.

Comprehensive includes:

- ▲ Endpoint Management + Triage (Receive, Process & Advise)
- ▲ Endpoint Protection
- ▲ Patch Management
- ▲ Helpdesk Access

You're never on your own with **Comprehensive**.

Want to take your endpoint security even further? Get your server locked down.

Providing the ultimate level of protection, locking down your server means that once it's scanned, nothing can be changed without approval. In simple terms, how you've setup your server will remain the way you want it to be until you make changes. Contact us for more information about this extra feature.

BENEFITS

- ▲ Reduced Network Vulnerability
- ▲ Enhanced Visibility of Network Health
- ▲ Increased Availability of Critical Resources
- ▲ Access to Skilled Team of Certified Security & IT Professionals

FEATURES

- ▲ Mission Critical Resources Monitored 24x7
- ▲ Microsoft and Third-party Patches Applied Regularly
- ▲ Automated System Maintenance and Issue Remediation
- ▲ Robust Malware Protection for All Windows Servers and Workstations, as well as the Mac OS
- ▲ Reporting on Network Resources and Inventory
- ▲ Helpdesk for Manual Remediation of IT Issues
- ▲ Access to Certified Security Professionals
- ▲ Antivirus/Antimalware
- ▲ Application Control
- ▲ Device Control
- ▲ Malicious Traffic Detection

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