

The logo features a green triangle pointing to the left with the letters 'IP' in white inside it. To the right of the triangle, the word 'CONSULTING' is written in a large, bold, black, sans-serif font.

# IP CONSULTING

Meraki Managed Network & Security Service Description

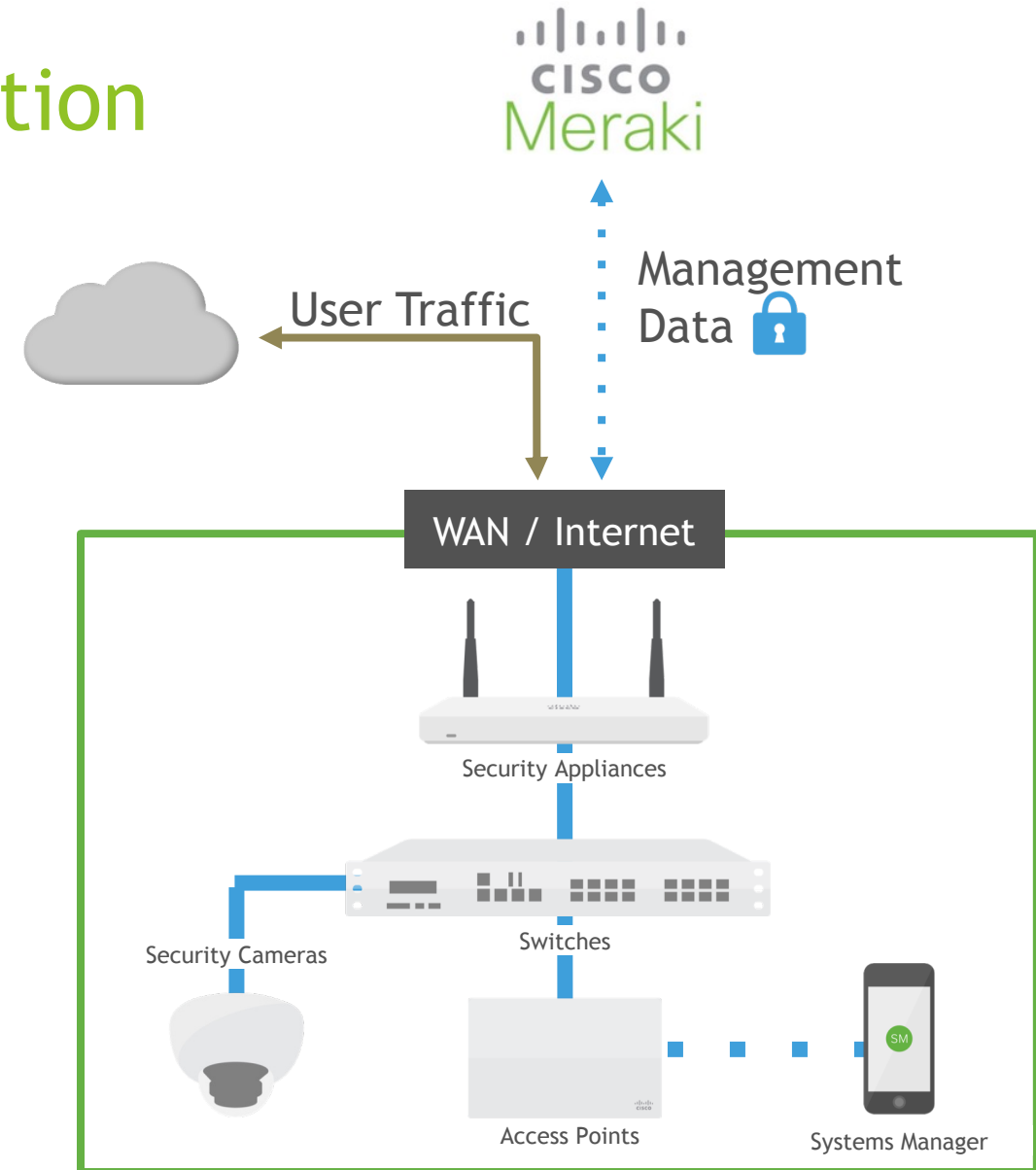
# Benefits of a cloud-managed solution

 **SECURITY**

 **RELIABILITY**

 **SCALABILITY**

 **FUTURE-PROOFING**



# Service Description

Intelligent, cloud-managed services providing a complete infrastructure, reduced overhead costs and added value



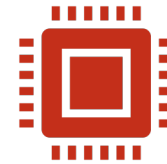
The IP Consulting Managed Network service offers customers a fully configured, supported, and monitored solution. The service provides proactive and reactive support for the network including firmware updates, network issue support, and monitoring.



The service utilizes the Meraki Dashboard and PRTG Monitoring to ensure network uptime and efficient response to network outages. Customers under contract can expect that any network outage or issue can be submitted to IP Consulting via a support ticket for an expedited response and recovery.



Proactive notifications of failing equipment or potential issues are identified in the Meraki Dashboard and PRTG Monitoring interface. These notifications are passed to internal IP Consulting engineers to be addressed with the customer in a timely manner to ensure network accessibility for all users.



In the event of device failure or other issues IP Consulting will work with vendors to remedy the situation as quickly as possible while keeping the customer informed of progress and timetables for restoration.

# Service Elements



**NETWORK  
MANAGEMENT**



**SECURITY  
MANAGEMENT**



**NIST REMEDIATION**



## NETWORK MANAGEMENT

- ▶ 24x7x365 Network Monitoring
- ▶ Unlimited Remote Support for network environment - Examples:
  - ▶ VPN
  - ▶ SD-WAN
  - ▶ Pro-Active "NOC" (Machine Learning for intelligent proactive alert management)
  - ▶ Network Device patching
  - ▶ Troubleshooting/Remediation
- ▶ Configuration Backups
- ▶ Bug reports
- ▶ Tracking EOL Dates
- ▶ Monitoring
- ▶ Network review and advisement
- ▶ Network documentation
- ▶ Pro-active support



## SECURITY MANAGEMENT

- ▶ Continuous Monitoring
- ▶ Unlimited Remote Support for security environment - Examples:
  - ▶ Firewall Configuration Changes/Maintenance
  - ▶ Patch Management
  - ▶ Intrusion detection/ Response Assistance
  - ▶ Troubleshooting and Remediation Assistance
  - ▶ Configuration Backups
- ▶ Monitoring (up/down, intrusion, red flag)
- ▶ Security review and advisement, including assistance with policies and procedures
- ▶ Security documentation
- ▶ Proactive support



NIST REMEDIATION

▶ Network

- ▶ Firmware upgrades
- ▶ Bug reports
- ▶ Tracking EOL Dates
- ▶ Documentation, Monitoring and Response
- ▶ IT Automation

▶ General

- ▶ Policies, Procedure Management, Updates, Testing
- ▶ Inventory Management
- ▶ End-User “testing” via KnowBe4

▶ Security

- ▶ Firewall logs, NetFlow Monitoring and Response
- ▶ User Training Management
- ▶ Single Sign-on Management
- ▶ MDM and Access control Management
- ▶ Password Management

# NIST Aligned

## Identify

- Asset Management
- Business Environment
- Governance
- Risk assessment
- Risk Management Strategy

## Protect

- Access Control
- Data Security
- Information Protection Processes & Procedures
- Maintenance
- Protective Technology

## Recover

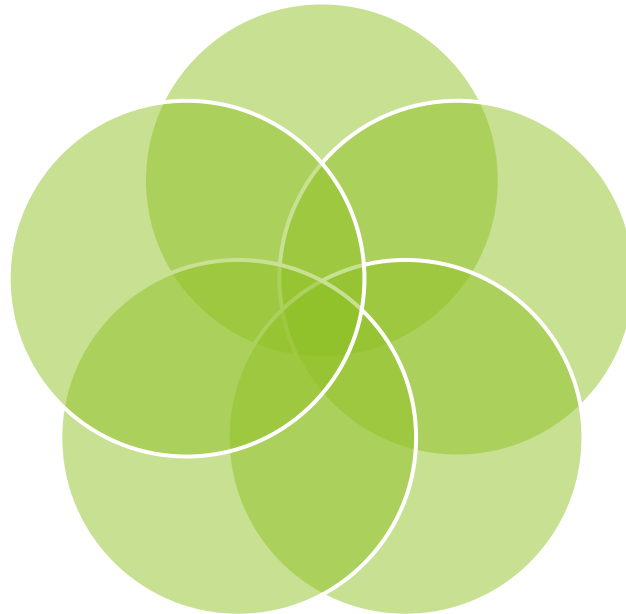
- Recovery Planning
- Improvements
- Communications

## Respond

- Response Planning
- Communications
- Analysis
- Mitigation
- Improvements

## Detect

- Anomalies and Events
- Security Continuous Monitoring
- Detection Processes





# NIST Remediation Addressed by IPC's Recommended projects - Customize per Customer

- Implement SLA
- Initial implementation MDM / MAM solution
- Implement encryption solution

Network



- Implement IPS features of Meraki's advanced security Implement Umbrella
- Expand Implementation of ISE
- Implement network access control via ISE
- Initial and/or holistic implementation of Monitoring, Log Management, SIEM, SNMP
- Implement Single Sign-on
- Implement Multi-factor Authentication
- Password Management
- Implement email security solution

Security



- Initial Policies, Procedure documents
- Initial business continuity and incident response plans

General

