VasoTechnology
Powered by NetWolves

MANAGED IT SERVICES

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VasoTechnology started as a cyber security organization in 1998. We then quickly grew into a comprehensive IT organization, offering all facets of network tools and management. Our managed IT services have developed over time into a portfolio that allows us to be extremely customized when building technology solutions for our customers.

TECHNOLOGY PARTNERS

We have relationships over 175 leading providers to ensure that we can provide the best solution to meet your goals. With today's ever-changing technology climate, a single provider cannot accommodate your evolving needs. In addition, who is going to manage this complex environment of networks and connected devices?

AT&T Partner Exchange® Platinum Solution Provider

verizon

DELL EMC AUTHORIZED PARTNER

Sprint

Spectrum AUTHORIZED CHANNEL PARTNER

COMCAST BUSINESS

riverbed

Premier Business Partner IBM

paloalto NETWORKS

CISCO Meraki

MANAGED NETWORK EQUIPMENT

GREATER CONTROL OF SERVICE LEVELS AND PERFORMANCE

How do downtime, outages and other network related problems impact your business?

SCALABLE MANAGEMENT SOLUTIONS

Giving you piece of mind by providing around the clock management of your network services with three levels. Monitoring service is included at each level of Management, and flexibility between levels ensures that your option best suits your organizational needs.

CORE MANAGEMENT

Perfect for businesses with relatively simple connectivity needs. This offering comes standard with basic VPN and other Internet access configuration support for VasoTechnology provided equipment, such as MAC address filtering and port security.

ADVANCED MANAGEMENT

Includes access to customer self-service web portal, along with weekly packet loss reporting and monthly WAN circuit utilization reporting, in addition to full feature set configuration support for VasoTechnology provided equipment.

ENTERPRISE MANAGEMENT

All VasoTechnology managed network services included, along with Platinum Level monitoring and reporting and additional monthly network incident reports. Uncapped access to VasoTechnology engineering talent is included for Reviews, Moves, Adds, Changes or Critical Problem Reviews, along with up to 40 hours for an existing project. Consultative analysis of a Quarterly Managed Services Report completes this offering.

MONITORING SERVICES

VasoTechnology monitoring services provide you with 24/7/365 proactive support, management of the ticketing process, and reporting functionality that gives your complete visibility into your network analytics, empowering you with around the clock, expert coverage and actionable insight into your business.

SILVER

Utilizes reliable ping requests to provide basic up-or-down monitoring for each circuit or device on your network. For sites that utilize carrier services with performance SLAs (Service Level Agreements), we ping the remote node once per minute. For sites utilizing best effort services, we ping the device for availability once every four minutes. If the site fails to respond after three attempts, our Network Command and Control Center (NC^2) responds immediately to ensure business continuity.

GOLD

Our Gold level monitoring provides a more robust level of detail, including interface quality statistics plus CPU and memory utilization. Gold level monitoring also includes customer portal access for real-time visibility. Monitoring alerts are triggered and incident management begins when:

- With SLA: 5% packet loss on WAN interface for five consecutive minutes, or 500 errors within five minutes.
- Without SLA: 10% packet loss on WAN interface, or 1,500 errors within 15 minutes.

PLATINUM

Platinum level monitoring adds our proven WolfPac Platinum device, which can capture, record, and validate nearly anything on your network. The WolfPac is armed with best-in-class applications to provide an unmatched depth of monitoring and reporting on traffic trending, network performance, and management. With the additional security monitoring of the platinum level, your selected network devices are consistently scanned for over 25,000 potential security risks.

LEVEL OF MONITORING	SILVER	GOLD	PLATINUM
Basic up/down monitoring of device or circuit (ICMP)	✓	✓	✓
24x7x365 manned incident management	✓	✓	✓
Proactive network insight through performance thresholds	✓	✓	✓
Weekly Availability Report	✓	✓	✓
Node monitoring of CPU and memory utilization for network devices		✓	✓
Circuit and interface quality monitoring (error detection and interface status, utilization, etc.)		✓	✓
Weekly WAN Circuit Utilization Report		✓	✓
Portal access to gain real-time visibility to network status		✓	✓
SNMP Monitoring		✓	✓
On-Demand vulnerability reporting			✓
On-Demand packet capture capability			✓
Onsite node configuration backup			✓
Real-time traffic flow statistics			✓
NetWolves WolfPac™ with proprietary $SRM^{2(™)}$ monitoring platform			✓
On-demand throughput testing between sites			✓
Monthly Top-Talker Reports			✓

NOC AS A SERVICE

All above listed monitoring services are performed using circuits provided by VasoTechnology. Third party circuits can also be monitored, simply by granting VasoTechnology access to those devices.

SECURITY

CYBER SECURITY IS MORE IMPORTANT THAN IT HAS EVER BEEN.

Security succeeds when you join top tools and talent with a disciplined methodology. VasoTechnology's managed security clients understand the critical necessity to protect their network and customers. For 22+ years, we have continued to earn the trust to enhance their security measures. This is how we do it.

PREVENTION

Are you taking the right steps to prevent a cyber attack?

Are you utilizing the right Next-Generation Firewall? Is a Firewall enough? Our security experts can assess your needs and recommend the right solution for you and your organization.

DETECTION

How do you know if you've been breached?

The average time for a company to realize they've been breached is 206 days. Our security team leverages a laundry list of industry certifications with the latest technology in threat detection.

REMEDIATION

You've experienced an attack, now what?

Industry experts say it is not a matter of "if" but "when" and how bad the fallout will be. Our Security Team can bring the right resources to bear at every step of the remediation process.

MANAGED SECURITY SERVICES

CORE

Our MSS Core offering is delivered through our Meraki Security Appliance.

FEATURES

- Gold level monitoring and reporting
- Aggregated URL Filtering
- Group based policy
- Monthly web usage report
- VPN Tunneling (site to site)
- 3G/4G Failover
- Up to 4 RMAC executions per month

TYPICAL SCENARIO

Single site with internet (single or dual circuits) that need perimeter based security

ADVANCED

Our MSS Advanced offering is delivered through our Palo Alto Next Gen Firewall.

FEATURES

- Platinum monitoring and reporting
- User based content filtering
- Application management
- Support for unlimited Virtual Firewalls
- Data loss protection
- Perimeter based anti-virus & anti-spyware
- Remote access VPN gateway
- MSS reporting
- Up to 4 RMAC executions per month
- Includes WolfPac Platinum

ENTERPRISE

Our MSS Enterprise offering is delivered through our Palo Alto Next Gen Firewall and features IBM's QRadar.

FEATURES

- Platinum monitoring and reporting
- User based content filtering
- Application management
- Support for unlimited Virtual Firewalls
- Data loss protection
- Perimeter based anti-virus & anti-spyware
- Remote access VPN gateway
- MSS reporting
- Uncapped RMAC executions per month
- Managed QRadar SIEM
- Includes WolfPac Platinum

MANAGED SIEM

VasoTechnology offers a Managed Security Information Event Management tool, powered by IBM QRadar. This is a SIEM as a service approach to your security portfolio. This solution collects and aggregates log data as well as identifies, analyzes and categorizes incidents and events. You gain comprehensive insights, quickly detect and prioritize potential threats, gain feedback to continuously improve detection.

HOW DOES IT WORK?

1. Algorithms analyze your traffic data, working to detect anomalies in traffic behavior and match the traffic against "known signatures" or known attack patterns.
2. When an abnormality in the traffic or a known attack is discovered, an offense is created in the system and rated based on severity & magnitude.
3. One of our security analysts will review the data detailing the abnormality, gather additional information, and validate the threat.
4. Our Cyber Operations Center will generate a report and work directly with the customer to mitigate and rectify all identified abnormalities in their ecosystem.

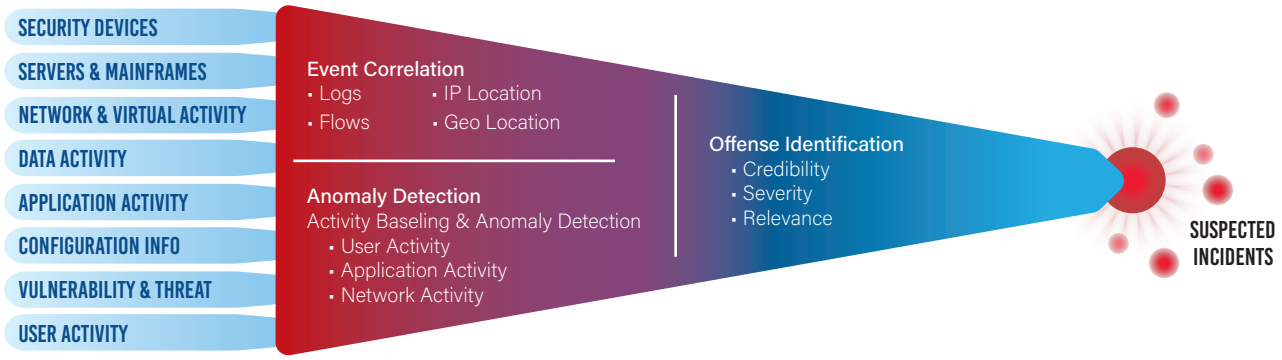
A REAL LIFE CUSTOMER STORY:

Sam in procurement typically logs on to the network 1 to 2 times per day, depending on schedule. On one of Sam's vacation days, QRadar recognizes that there are 10 login attempts using Sam's user name, (but incorrect password). The system alerts our security team, who immediately blocks the threat and reaches out to the customer for remediation.

WHAT BENEFITS DID WE SEE?

This system uses behavior based learning to quickly identify potential risks in the customers' environment.

SECURITY INTELLIGENCE AT WORK: SIEM IN ACTION



MANAGED WIRELESS/WI-FI

Do you need an easy way to set up your Local Area Network (LAN), or Wi-Fi? Do you still want control over how your Wi-Fi is configured, while having professionals deploy and manage it on the day-to-day?

VasoTechnology takes an individual approach to understand your unique situation and priorities to best meet the Wi-Fi needs of your business. It all starts with providing thorough, secure, reliable Wi-Fi coverage. From there, your particular solution is built based on one of two standard Wi-Fi management categories: Advanced Wireless Services or Enterprise Wireless Services.

ADVANCED WIRELESS SERVICES (AWS)

We used the AWS acronym first! This level of service is meant to scale from simple to complex campus Wi-Fi requirements.
It includes:

- Active 24/7 monitoring of the health of the Wi-Fi infrastructure
- Weekly summary reports
- Additional monthly review of bandwidth consumption and suggested policy changes
- Quarterly PCI compliance reports
- Configuration of SSIDs with shared secret pass phrases and rotation, based upon client security policies
- Custom Guest Access networks and Splash Pages
- Limited feature set configuration support for deploying additional Access Points, including content filtering, and traffic shaping/Quality of Service (QoS)
- Up to four Review, Move, Add or Change (RMAC) executions per calendar month (not to exceed 16 VasoTechnology work hours)
- In scope Critical Problem Review (CPR)

ENTERPRISE WIRELESS SERVICES (EWS)

EWS provides a premium level of Wi-Fi management for large enterprises with multiple WLANs nationally and/or a high change rate. In addition to all AWS services, it includes:

- Custom reports by request
- Real-time heat maps (pictured)
- Access Point location-specific performance
- Customer CAD/Floor Plan images required
- Full reporting of clients and client activity
- PCI (Payment Card Industry) reporting
- Additional monthly support ticket report
- Quarterly Managed Services Report (QMSR) and NUM operating systems (IOS) report
- Full feature set configuration support for deploying additional Access Points as well as enterprise Authentication Methods (SSO)
- Configuration of advanced Guest Network options, such as “Paid Access” and analysis of guest conversion, return rate and loyalty metrics of guests
- Uncapped RMAC execution
- Both in-scope and on demand CPRs

SD-WAN

SD-WAN leverages lower cost, higher bandwidth Internet access and powerful edge devices to prioritize and secure traffic. SD-WAN solutions are not "one size fits all", which is why our team leverages four diverse products that allow us to select the best fit for each customer.

THE FOUR FLAVORS OF SD-WAN

Cisco Meraki

SD-WAN lowers operational costs and improves resource usage for multi-site deployments, allowing network administrators to use bandwidth more efficiently and ensure the highest level of performance for critical applications.

bigleaf networks

Big Leaf's SD-WAN technology ensures that your business-critical applications are prioritized across your business-critical applications are prioritized across your internet connections, and that all traffic flows are routed over the best connection in real-time.

riverbed

Riverbed is the Application Performance Company. They know application performance end to end and inside out. Delivering high performance over long distances has been Riverbed's focus since 2002.

NetWolves VSE

NetWolves Virtual Services Engine (VSE) is the pinnacle of intelligent data routing. Taking an individualized approach to SD-WAN, the VSE optimizes traffic, provides next-gen security, and advanced performance metrics.

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