SIM2K® Serenity*Plus*

Peace of Mind for Your Business Technology Worries

SIM2K® Serenity*Plus* is designed to cover the critical technology support, security and administration tasks that should be regularly performed by every organization but which too often slip through the cracks. If not done, it won't be long before your network and technology starts to experience problems, issues and outages that negatively impact productivity and business value.

SIM2K Serenity*Plus* is a comprehensive program of important support services that give you diagnostic support, day-to-day business continuity and defense against malware. These are tested and proven in actual field situations, and represent best practices for administration and maintenance of your IT structure. Many companies do not have a full-time IT specialist; rather, they have a person designated as "overseeing IT" but have other responsibilities. SIM2K Serenity*Plus* steps in to support that person and give companies cost effective peace of mind that their technology support needs are being met by our qualified Support specialists.

A description of Serenity*Plus* services follows. In our 30+ years of experience, SIM2K has identified the tasks which must be done and the tools we know will work and are reliable. Our approach and methods have been tested and proven in the field with real-life experience.

Security

The best practice for maximizing the security of your network is to deploy defense in depth. SIM2K Serenity*Plus* does that by deploying content filtering (SIM2K® Shutters) at the edge of the network; e-mail filtering (SIM2K® StickyNet) and anti-virus software (SIM2K® MAVerick) at the network level; root level sentry protection (CylancePROTECT®) at the infrastructure level and backup protection (SIM2K® BUBs and SIM2K® RBS) for any situations where exploits are able to penetrate the defense perimeter.

SIM2K® Shutters is a content filtering application that allows you to establish rules for Internet activity in compliance with company objectives and job requirements. White lists and overrides can allow periodic or regular exceptions for some or all users who need specialized access to perform their job. Our filtering software also provides an additional level of security by disrupting the ability of any malware to connect back to home base for instructions, thus rendering it significantly less dangerous.
SIM2K® StickyNet monitors your organization's e-mail and filters out any viruses or malware threats in an off-network quarantine. Users have the ability to view the quarantine and release false positives as well as allow or block particular senders depending on the needs of their job.
SIM2K® MAVerick Malware/Anti-Virus Defender is a high quality anti-virus based on the popular and highly rated Bitdefender application. While it is well known that anti-virus packages are only effective against about 50-70% of threats, best practice specifies that a client at the device level is an important tool to monitor and protect the device from known threats.
CylancePROTECT® is a state-of-the-art artificial intelligence application that prevents advanced threats like ransomware and zero-day exploits that traditional anti-virus applications can't. CylancePROTECT:
- Uses artificial intelligence and machine learning to identify malware before it can execute;
- CylancePROTECT prevents advanced threats that traditional AV can't;
- Prevents over 99% of malware before it can execute, including system- and memory-based attacks, scripting, spear phishing, zero-day malware, privilege escalations, and malicious and potentially unwanted programs.

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Business Continuity/Data Protection

SIM2K® BackUp Backstop — Experience has shown that the best path to data availability and business continuity includes multiple copies of backups to multiples sources. That starts with a local backup and an off-site copy rotation. We will:
- backup all of your server(s) including data and programs nightly to local backup server;
- monitor to ensure the nightly job(s) are running properly;
- perform a monthly check on your backup program to ensure that it is performing properly and make sure the data is being captured and that data can be restored to your network;
- ensure that your off-site rotation is operating properly;
- bring a drive back to our office and store it in our fireproof safe for protection.

SIM2K® Remote Backup Service — As a best practice we recommend that another level of backups be performed nightly and stored off site. Traditional local backup rotations can experience unintended data loss in situations where the time between the loss and the recognition by the client is significant. RBS is designed to both provide an additional copy of key client data files but also to ensure that the last instance of that file is retained indefinitely in the cloud storage. So when you realize in September that the budget template got deleted accidentally back in February, RBS will still have a copy of the February version to restore.

Availability and Up-Time

SIM2K® Aware – Our application that watches over the operation of your network continually and alerts us should there be any potential issues. You determine if you want us to simply notify you and advise on potential next steps or proactively respond and resolve the issue. Aware provides you visibility into your network's performance and control over the method, timing and resources committed to triage and troubleshooting.

SIM2K® Critical Updates – Applying updates and security patches to your computers is a critical task in ensuring their security and availability. At the same time, experience has proven that – particularly with Servers – simply having them installed automatically is not a best practice. We will:
- connect to your servers to download and install any updates, patches or critical fixes;
- re-boot servers as required to complete installation;
- schedule this task during non-business times to not disrupt your workflow;
- ensure that the fix is installed correctly and has not "broken" something else on your network.

SIM2K® FixIT – Our remote access methods allow us to diagnose and fix problems remotely and quickly. Access can be setup to require your confirmation and permission or allow our engineers to access a problem machine without your presence.

IT Administration

SIM2K® Virtual CIO – Are you looking ahead for where your IT infrastructure needs to be in the months and years ahead, or are you too busy on your day-to-day business operations? We will:
- Act as your Chief Information Officer and assess your business IT needs in conjunction with your strategy and budgets;
- Provide insight on how to keep your IT infrastructure on pace with your business growth;
- Consult with you as new technology comes on-line or new security threats appear that should be evaluated as it impacts your IT structure.
- Meet with you quarterly to review the status of your technology and our performance in fulfilling our commitment to your technology support.

SIM2K® Dashboard – Our client dashboard provides our engineers a comprehensive view of devices at the client's sites and their status. It also provides a means for support to remotely access and resolve issues. Some clients have internal resources who also value the ability to connect to users remotely and we are able to provide that access via the Dashboard.

SIM2K® TrakIT – Our monitoring software allows us to produce a device inventory report on demand showing connected devices and a wealth of detail about each for budget, asset management and insurance purposes.