IT SERVICES
COMPARISON GUIDE

bluefoxgroup

IT SERVICES COMPARISON GUIDE
CYBERSECURITY ENDPOINT & REMOTE MONITORING MANAGEMENT

What is it?

Endpoint Management includes the set-up, access rights, and security policies related to endpoint devices to a network such as PCs, servers, printers, smartphones, etc.

Remote Monitoring Management monitors endpoints, networks, and computers for suspicious behavior.

Why?

Cybercriminals want to find gaps in your security to enter your network and steal your data or hold you ransom for price/payment.

Minimum Requirements:

+ AntiMalware & AntiVirus
+ Network Monitoring
+ Security Firewall & Patching

- Anti-virus and Anti-malware detect & quarantine known or previously identified viruses.

- Security Firewall monitors and filters incoming and outgoing network traffic based on established security policies.

Standard Requirements:

+ Multi-factor Authentication
+ Security Information & Event Mgt. (SIEM)

- Multifactor Authentication uses several factors to confirm the identity of someone on the network.

- SIEM collects event data produced from network activity against rules and analytics engines to detect and analyze advanced threats.

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+ Single Sign-on

- Sign into one portal from any device and access all your cloud-based applications

+ Detection Management

- Uses machine learning to identify and track sign-in attempts and failures to known and new devices on the network.
- Leveraging advanced AI, our services detect known and zero-day threats, removing them before reaching your environment.

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EMAIL PROTECTION

What is it?

Email protection uses different procedures and techniques for protecting email accounts, content, and communication against unauthorized network access, data loss, and compromise.

Why?

Email is often used to gain access to the network through email phishing and compromised links.

Minimum Requirements:

Out-of-the-box, Email Spam Controls, and Filtering

Standard Requirements:

+ Anti-Phishing Detection

- Identifies and tests unknown or suspicious email addresses and links inside the email before allowing the email to enter the recipient's inbox.

bluefoxgroup Inclusion

+ Advanced Email Protection

- Searches specifically for phishing language and attacks, blocking and reviewing suspicious links.

+ Email Encryption

- An email can be encrypted by the sender and decrypted by the intended recipient on their device to secure data and financial information being sent within an email.

+ Phishing Simulation Training for Employees

- Training designed to help employees spot suspicious email links and activity

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NETWORK OPERATIONS CENTER, DOCUMENTATION & HELP DESK

What is it?

Network Operations Center (NOC) is where your IT team supervises, monitors, and maintains the network and all services.

Documentation is a record of what's on your network.

Help Desk services support password recovery, lost files, and other network issues.

Why?

Help Desk identifies issues as customers reach out to ask for help, while NOC identifies problems and solves problems while or before they happen.

Documentation for different applications, the hardware on the network, warranty and expiration details help the NOC troubleshoot and proactively keep all items on the network updated, patched, and secure.

Minimum Requirements:

Block of Help Desk Hours

- Help desk support often includes a set of hours that you purchase in advance for a specific period of time and support, often covering break/fix and configuration issues, troubleshooting, software installations, and hardware repair.

Standard Requirements:

+ Business Hours Levels 2 & 3 Help Desk Support

- More advanced Help desk support will provide access to higher certified technical resources that can duplicate the issue and define root causes using product designs, code, or specifications.

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+Centralized Services 24/7/365

- Going beyond NOC services, this group pro-actively manages and monitors the network, preventing problems before they even happen. Centralized services administers critical security patching and updates, anti-virus/anti-spam tools, and the validation & remediation of backup and disaster recovery solutions.

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CLOUD INFRASTRUCTURE DESIGN, DEPLOYMENT & MGT.

What is it?

At the basic level, cloud management is how you deploy applications and services in the Cloud, from workload performance to security, backup, and more.

Why?

The Cloud is not plug-and-play. Managing multi-cloud workloads, performance, cost containment, governance, and compliance requires expertise.

Minimum Requirements:

+Cloud Deployment

- Most IT partners offer cloud consulting to help companies evaluate and deploy various parts of the network into the cloud, including storage, databases, networking, and applications.

Standard Requirements:

+ Cloud Monitoring & Management

- In addition to deploying cloud applications, you will want a professional who can monitor for security abnormalities and lagging cloud performance.

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+ Cloud Backup

- Cloud applications are not automatically backed up and available simply because they live in the cloud. At Blue Fox Group, we perform cloud backup to ensure quick access in an emergency.

+ Compliance Security Reporting

- Microsoft Azure comes with advanced security compliance reporting that we compile and provide as a part of our services.

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BACKUP & DISASTER RECOVERY / CONTINUITY PLANNING

What is it?

A backup is a copy of essential data stored in an alternative location, so it can be recovered if deleted or corrupted.

Why?

Lost data can cost your businesses time, money, and employee productivity.

Minimum Requirements:

Cloud or Remote Site Backup Software

Standard Requirements:

+ Disaster Recovery Plan & Service

- Plan around how to respond to unplanned incidents such as natural disasters, power outages, cyber-attacks, and any other disruptive events.
- Disaster Recovery Services provide immediate and long-term recovery of lost data.

bluefoxgroup Inclusion

+ Disaster Recovery & Continuity Planning

- We create a preventative recovery system including RPO (amount of data that will be lost or need to be re-entered after an outage) and Recovery Time objective (amount of downtime a business can tolerate.)
- This plan is tested in advance to ensure ongoing business continuity in the face of any disaster.

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ACCOUNT MGT., VCIO SERVICES & 3RD PARTY VENDOR MGT.

What is it?

Account Management reviews and talks through the performance of various applications, devices, and hardware on the network.

vCIO or a (virtual) chief information officer sets a strategy for using technology to meet business objectives.

3rd party vendor management is managing other vendors outside the IT partner's scope or contract.

Why?

Why Account & vCIO Services?

- Technology is not a set it and forget it event. It requires updating, monitoring, and tweaking to meet business objectives.

Why 3rd party vendor management?

- Because all of your services, applications, and infrastructure needs to work together for your entire IT network to support you.

Minimum Requirements:

Quarterly Reports

Standard Requirements:

+ Annual Business Reviews

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+ vCIO Services

- This role helps businesses architect an IT Roadmap that lays out security, financial, and technology models to meet business objectives.

+ Tech Alignment Reviews

- Using industry best practices, we establish standards that are tested and tweaked to align technology to meet your business goals.