# onShore Services Descriptions Document

*onShore Security manages:*
- Network Appliances: Routers, Switches, Wi-Fi
- Security: Firewalls, Intrusion Detection, Network Traffic
- Servers and Workstations
- Data Backup and Recovery
- Mobile Devices and Peripherals
- Voice Systems and Handsets
- Internet, WAN, VPN, and Point-to-Point Connections
- Private Cloud and Hosted Systems
- 3rd Party Services

*Onshore helps you run your business:*
- Technical Account Manager Assigned to Account
- Regular Client Reviews
- IT Strategic Planning
- Annual IT Budget Preparation Assistance
- Hardware, Software, License, and Warranty Tracking and Reviews
- Regulatory Compliance Consulting
- Basic Administration Training
- Vendor Management

*What Services We Provide*:
- Emergency Dispatch, 24/7
- Remote and Phone Support, 24/7
- Online Ticketing system
- 2-hour emergency response
- 15-minute Premium response
- Recurring Onsite Maintenance
- Remote Monitoring and Management, 24/7
  - Log Analysis
  - Performance and Availability
  - Security and Anti-Malware
  - Alert Handling
  - Configuration Management
  - Moves, Adds and Changes
  - Patch Updates
- Component Replacement
- Firmware Updates
- System Rebuild, Restoration from Catastrophic Failure
- Rich, Customized Reporting

*How we keep you informed:*
- Customizable Monthly Executive Summary Report
- Supplemental Reports (Security Logs, Backup Logs, Disk Capacity, Virus and Event Logs, Ticketing Summary, etc.)
- Inventory Documentation
- Network and Rack Diagramming
- Software, License, and Warranty Reporting

# Managed Firewall

Firewall Services include threat identification and mitigation, VPN (up to 2 tunnels with basic service, unlimited with advanced service), provided hardware, replaced in the event of hardware failure, and updates to software and hardware. Other services include regulatory compliance, real-time monitoring and log analysis, live client tracking, response to notifications from monitoring systems, and option for second firewall for High Availability.

| Feature: | Notes: |
|---|---|
| Uptime and  BW Monitoring and Graphing | Almost All Models |
| Failed Hardware Troubleshooting / Replacement | onShore Provided Hardware |
| Firmware Upgrades | onShore Provided Hardware or license dependent |
| Simple Policy Management | Almost All Models |
| Log analysis and retention | Almost All Models |
| Configuration change control and backup | onShore Provided Hardware |
| Threat-level Alerting | onShore Provided Hardware |
| P2P vpn tunnel management / troubleshooting | onShore Provided Hardware – 2 tunnels (more for additional fee) |
| Basic DMZ zones | onShore Provided Hardware |
| Dynamic Route Participation | Available for Additional Fees* |
| Client VPN Connections | Available for Additional Fees* |
| Web Content Filtering | Available for Additional Fees* |
| High Availability Redundancy | Available for Additional Fees* |
| Advanced Policy Management / routing | Available for Additional Fees* |
| Security Event Correlation | Available for Additional Fees* |
| Client VPN Troubleshooting | Not Included |
| Network Troubleshooting | Not Included |
| ISP / Connectivity Troubleshooting | Not Included |
| Server Troubleshooting | Not Included |
| **\* may require additional product** | |

# Managed IDS

IDS service includes intrusion detection, anti-virus management, content filtering, E-mail scrubbing, and threat logging, all with provided hardware. Also available: penetration testing, log reporting, real-time analysis and off-site log storage, vulnerability testing, virus removal, and event alerting and response, through automated ticket, email, and engineer paging.

| Feature: | Notes: |
|---|---|
| Uptime and  BW Monitoring and Graphing | Included |
| Failed Hardware Troubleshooting / Replacement | Included |
| Software Upgrades | Included |
| Simple Alerting Rules Management | Included |
| Log analysis and retention | Included |
| Configuration change control and backup | Included |
| Real time Threat-level Alerting | Included |
| CVE Signature Updates | Included |
| Monthly Summary Reporting | Included |
| Complex Alerting | Available for Additional Fees |
| Data Archive DVDs | Available for Additional Fees |
| Customized Signature Design | Available for Additional Fees |
| Detailed Reporting | Available for Additional Fees |
| SSL Traffic Decryption | Available for Additional Fees |
| Security Event Correlation | Available for Additional Fees* |
| Network Troubleshooting | Not Included |
| ISP / Connectivity Troubleshooting | Not Included |
| Network Performance Monitoring | Not Included |
| Security Management | Not Included |
| **\* may require additional product** | |

# Managed Network Components

Managed Network service included capacity alerts, network traffic analysis, up/down status, circuit monitoring, route monitoring, device monitoring, and configuration management. Other services that may be included are Network analysis and design, wireless site survey, teclo carrier management, Power-to-Point circuit management, and NetFlow Servers.

| | |
|---|---|
| Uptime, Health and  BW Monitoring and Graphing | Included (supported hardware) |
| Firmware Upgrades | Included (license dependent) |
| Failed Hardware Troubleshooting / Replacement | onShore Provided Hardware |
| Log analysis and retention | Included (supported hardware) |
| Configuration change control and backup | Included (supported hardware) |
| Device and port troubleshooting | Included |
| Basic Network Troubleshooting | Included |
| Basic Network Performance Monitoring | Included |
| QoS Policy Management | Included (supported hardware) |
| Link Capacity Monitoring / Alerting | Included |
| Network Address Management | Available for Additional Fees |
| Network Traffic/flow Collection &  Analysis | Available for Additional Fees |
| Port Security Management | Available for Additional Fees |
| Route & Path Monitoring/Alerting | Available for Additional Fees |
| Carrier Troubleshooting | Available for Additional Fees |
| Network Design | Not Included |
| Application Troubleshooting | Not Included |
| Physical Plant Maint./Troubleshooting | Not Included |
| Network Client Troubleshooting | Not Included |
| **\* may require additional product** | |

# Managed Voice

| Features: | Notes: |
|---|---|
| Failed Hardware Troubleshooting / Replacement | onShore Provided Hardware |
| Configuration change control and backup | Included |
| Software Upgrades | Included |
| Extension Adds/Moves/Changes | Included |
| Call Routing Updates and Management | Included |
| IVR and Announcement Updates | Included |
| Call Group Management | Included |
| DiD Management | Included |
| Handset Configuration Updates | onShore Provided Hardware |
| Failed Handset Replacement | onShore Provided Hardware |
| Supported Feature Additions/Removals | Included |
| Basic User Training | Included |
| Simple CDR Reporting | Included |
| Voice Trunk Monitoring and Management | Available for Additional Fees |
| Network Troubleshooting | Not Included |
| Call Quality Troubleshooting | Not Included |

# Managed Servers

Managed Server service includes up/down status alerting, firmware management, service monitoring and notification, active directory and group policy management, server health monitoring, daily system audits, and event log monitoring.

| Feature | Notes |
|---|---|
| Health and Performance Monitoring / Alerting | Included |
| Hardware Troubleshooting | Included (Vendor support contract required) |
| OS Software Patches | Included (licensing required) |
| Anti-virus updates, scanning and cleanup | Included (licensing required) |
| Critical Application Monitoring | Included |
| User / Policy (eg. Active directory) Management | Included |
| Core Server Application Support | Included  (Licensing  & Additional Fees) |
| 3rd Party Application Support | Included (limited, support contract required) |
| System Backup Management and Monitoring | Included  (Licensing Required) |
| Security Log Monitoring | Included |
| Centralized Printer Management | Included |
| Security Certificate Management | Included* |
| Remote User Access | Available for Additional Fees* |
| OS Version Upgrades | Not Included |
| Application Upgrades | Not Included |
| Client-side Application Troubleshooting / Support | Not Included |
| Peripheral Installation | Not Included |
| User activity tracking | Not Included |
|  |  |
| **\* may require additional product** |  |

# Managed Workstation

Managed Workstation service includes workstation health monitoring, disk utilization, anti-virus management, event log monitoring, patch management, daily systems audits, and bandwidth usage tracking. Other services included are hardware troubleshooting, license and support renewals, vendor management, and operating system patch and update management, cleanup, and technical support, as well as minor deployment and updates for 3rd party software.

| Feature | Notes |
|---|---|
| Health and Performance Monitoring / Alerting | Included |
| Hardware Troubleshooting | Included (support contract required) |
| OS Software Patches | Included (licensing required) |
| Anti-virus updates, scanning and cleanup | Included (licensing required) |
| OS Troubleshooting / Support | Included |
| Standard Client Application Support | Included |
| 3rd Party Application Support | Included (limited, Vendor support contract required) |
| Remote Access Support | Included (licensing required)* |
| Peripheral Installation / Troubleshooting | Available for Additional Fees |
| Client Cloud Services | Not Included |
| **\* may require additional product** | |

# All Managed Service Products

| Feature | Notes |
| --- | --- |
| Inventory Tracking | Included (per product) |
| Software License Management | Included (per product) |
| Online Ticketing | Included |
| 24 x 7 Phone Support | Included |
| 24x7 Remote Hands | Included (per product) |
| Monthly Summery Reporting | Included (per product) |
| E-mail Alerting | Included |
| Emergency Dispatch | Included |
| Licensing and Support Contract Management | Included |
| 3rd Party Vendor Coordination | Included (per product) |
| Offsite Log Storage | Product Dependent |
| Offsite Data Storage | Available for Additional Fees |
| Hardware Replacements / Upgrades | Not Included |
| Hardware Additions | Not Included |
| Overall Data / Security Analysis | Not Included |

# ISP Services

| Fiber Internet Connectivity | |
|---|---|
| **Feature** | **Status** |
| 24x7 up/down monitoring | Included |
| Bandwidth Usage graphs | Included |
| Managed L3 Router | Available for Additional Fees |
| Managed L2 Switching | Included |
| IP Addressing | /29 Included *(Justification required for more)* |
| Flow Graphing | Available for Additional Fees |
| Upstream IDS Monitoring | Available for Additional Fees |
| Upstream Firewall Service | Available for Additional Fees |
| BGP or Custom routing | Included* |
| Custom Usage Alerting | Available for Additional Fees |

| DS1/TDM Internet Connectivity | |
|---|---|
| **Feature** | **Status** |
| 24x7 up/down monitoring | Included |
| Bandwidth Usage graphs | Included |
| Managed L3 Router | Included |
| Managed L2 Switching | Available for Additional Fees |
| IP Addressing | /29 Included *(Justification required for more)* |
| Flow Graphing | Available for Additional Fees |
| Upstream IDS Monitoring | Available for Additional Fees |
| Upstream Firewall Service | Available for Additional Fees |
| BGP or Custom routing | Included* |
| Custom Usage Alerting | Available for Additional Fees |

| EOC Internet Connectivity | |
|---|---|
| **Feature** | **Status** |
| 24x7 up/down monitoring | Included |
| Bandwidth Usage graphs | Included |
| Managed L3 Router | Available for Additional Fees |
| Managed L2 Switching | Included |
| IP Addressing | /29 Included *(Justification required for more)* |
| Flow Graphing | Available for Additional Fees |
| Upstream IDS Monitoring | Available for Additional Fees |
| Upstream Firewall Service | Available for Additional Fees |
| BGP or Custom routing | Included* |
| Custom Usage Alerting | Available for Additional Fees |

| DSL Internet Connectivity | |
|---|---|
| 24x7 up/down monitoring | Available for Additional Fees* |
| Bandwidth Usage graphs | Available for Additional Fees* |
| Managed L3 Router | Available for Additional Fees |
| Managed L2 Switching | Available for Additional Fees |
| IP Addressing | /32 Included |
| Flow Graphing | Available for Additional Fees |
| Upstream IDS Monitoring | Available for Additional Fees |
| Upstream Firewall Service | Available for Additional Fees |
| BGP or Custom routing | Available for Additional Fees* |
| Custom Usage Alerting | Available for Additional Fees* |

| Private Line Connectivity | |
|---|---|
| 24x7 up/down monitoring | Available for Additional Fees* |
| Bandwidth Usage graphs | Available for Additional Fees* |
| Managed L3 Router | Available for Additional Fees |
| Managed L2 Switching | Available for Additional Fees |
| IP Addressing | N/A |
| Flow Graphing | Available for Additional Fees |
| Upstream IDS Monitoring | N/A |
| Upstream Firewall Service | N/A |
| BGP or Custom routing | Available for Additional Fees* |
| Route Monitoring | Available for Additional Fees* |
| Custom Usage Alerting | Available for Additional Fees* |

***\* may require additional product or fees***

# Colocation Services

Shared colocation space is purchased 1U at a time. Additional or custom power may be available for additional fees. Identifying fobs for 24/7 access require additional fees. Remote Hands is included for tasks under 15 minutes; clients will be billed for time over 15 minutes. IP addresses beyond allotment must be justified.

|  | *Full Rack* | *1/2 Rack* | *1/3 Rack* | *Shared Colo* |
|---|---|---|---|---|
| **Space** | **42U** | **21U** | **14U** | **1U** |
| **Power** | 2x20A 120V Dedicated / Diverse | 1x20A 120V Dedicated | 1x20A 120V Dedicated | 1x20A 120V Shared |
| **Generator Backup Power** | Included | Included | Included | Included |
| **24x7 Staffing** | Included | Included | Included | Included |
| **24x7 monitored climate control** | Included | Included | Included | Included |
| **24x7 Physical Security Monitoring** | Included | Included | Included | Included |
| **Video Surveillance** | Included | Included | Included | Included |
| **Secure Cabinet** | Included | Included | Included | N/A |
| **24x7 Access** | Included | Included | Included | Included |
| **Remote Hands** | Included | Included | Included | Included |
| **24x7 up/down monitoring of rack** | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees |
| **Internet Connectivity** | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees |
| **Bandwidth Graphing** | Included* | Included* | Included* | Included* |
| **IP Addressing** | /29* | /29* | /29* | /32 |
| **Flow Graphing** | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees | N/A |
| **Upstream IDS Monitoring** | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees |
| **Upstream Firewall Service** | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees | N/A |
| **BGP or Custom routing** | Included* | Included* | Included* | N/A |
| **Custom Usage Alerting** | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees | N/A |
| **Redundant Connectivity** | Available for Additional Fees | Available for Additional Fees | Available for Additional Fees | N/A |