LOGICALIS
Architects of Change

Rapid Support Services

Many of our customers' business operations rely on Logicalis to provide ongoing, consistent services, and we have a strong business continuity plan in place for ensuring that our operational integrity is maintained in the event of a crisis situation. We are also able to adjust our resources to support you and your changing needs.

To address some of our customers' most pressing challenges, Logicalis Ireland has instituted Rapid Support Services designed to support your needs to deploy remote workers, maintain security and infrastructure readiness, and provide supplemental IT staff support. All services are designed to be delivered remotely by a Logicalis Engineer.

Available Offerings

Assessment Services
The following are consultative services for those who need help in planning for upcoming changes due to COVID-19.

1. *Remote Worker Access at Scale:* Examine existing configurations and policies, anticipated workload, risks, and monitoring
2. *Remote Worker Security:* Ensure that appropriate security measures are in place to support a highly remote workforce
3. *Critical IT infrastructure review:* Examine the existing infrastructure and identify pressure points that may negatively impact services and ensure the right data protection technologies are in place
4. *Critical IT infrastructure support:* Remote specialist expertise for networking and data centre support
5. *Collaboration preparedness* for remote users

1. Remote Worker Access at Scale
This service assesses policy and technical capacity around a significant increase in mobile workforce enablement. Any gaps in support of VPN, authentication, or security will be identified. This can include, for example, exploring Cisco's current no charge Duo and Umbrella offerings.

Deliverables: Recommendations for readily available platforms to facilitate increased capacity and transition into a secured mobile environment.

2. Remote Worker Security:
Many organisations rely on the security of their corporate network and are not fully prepared for a highly mobile workforce. Attackers are already taking advantage of this and using targets like remote VPN to obtain access. Implementing proper protections can prevent an already difficult situation from becoming a nightmare. This service helps organizations implement tools and policies to support a more mobile workforce.

Deliverables: Recommendations on how to secure remote workers and the potential deployment of free security trial solutions to get through the crisis. This can include Cisco Umbrella, DUO, and AnyConnect, as well as Microsoft tools, such as Microsoft Teams and Azure MFA.

![LOGICALIS — Architects of Change]
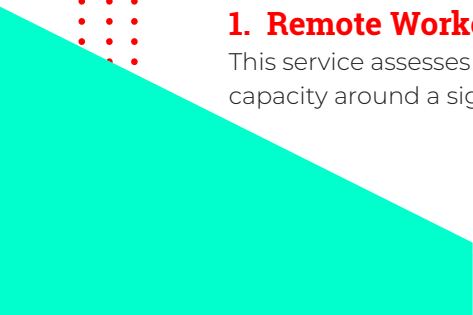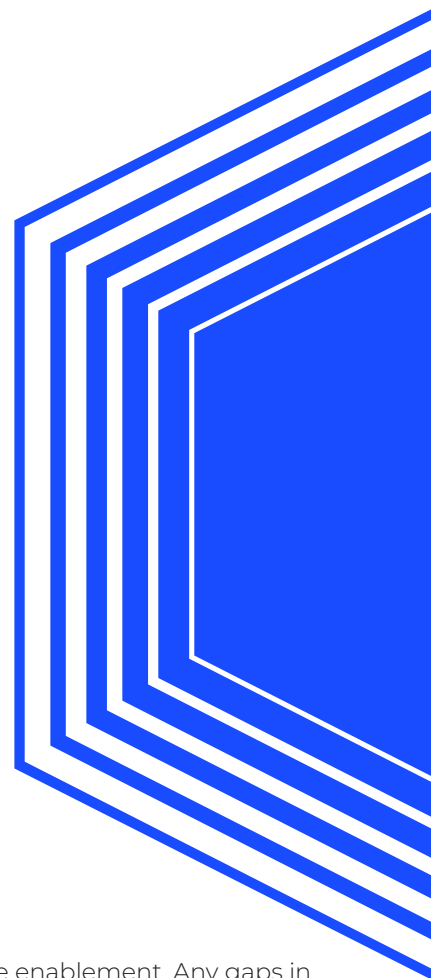
3. Critical IT Infrastructure Review

As people change how they work and access the corporate network, your IT infrastructure will be put under pressure and may be subject to outages. Using performance monitoring software, we can remotely assess your IT infrastructure to identify the source of performance issues. We can also monitor your physical, virtual and cloud-based networks on an ongoing basis.

Deliverables: A highly sophisticated and powerful infrastructure monitoring and alerting service based on LogicMonitor technology, that is quick and easy to deploy, with a web portal that displays in-depth metrics and device/system information, is highly extensible, and has very sophisticated alerting capabilities.

4. Critical Infrastructure Support

Customers may experience delays or disruption to availability of key staff members. Staff augmentation can fill any gaps and provide knowledge to guard against disruption and assist in the recovery of normal business operations. Remote high- end engineering resources are available for networking and data centre support in instances of staff shortages. Logicalis will provide key skills for ongoing administration, configuration, and maintenance of critical infrastructure.

Deliverables: A team of engineers will work closely to provide support without the cost of an ongoing FTE. This will offer a best efforts SLA and be dispatched through Logicalis services via phone, email, and portal.

5. Collaboration Preparedness

Enabling communication and collaboration to continue uninterrupted is an important area of focus as we move to a remote workforce. Studies have shown that video enabled platforms are critical for remote workers. They enable us to see facial expressions and body language, which are very important for understanding other people's responses.

Team Collaboration Platforms: Setting up a collaboration platform is valuable for employees who are used to working in a setting where they can collaborate live through instant messages, video conferencing, meeting sharing, and content sharing.

Deliverables: Planning, design, and implementation of basic environment and / or advice and guidance on enhancement of existing collaboration platforms in use to support increased demands.

We are here to support you

Contact your Account Manager to discuss how we can help you.

Visit: www.ie.logicalis.com

Email: info@ie.logicalis.com