Cybersecurity and Technology Services

Municipal Association of South Carolina

▶ **2023 SMALL CITY SUMMIT**
OUTSOURCE SERVICES SESSION

PRESENTER

Dave Mims
Strategic Partnerships

dave.mims@vc3.com
470.579.6700

We now live and work in a world that cannot be hindered by technology

---

Top technology needs and risks?

My city needs help with… I have concerns for… I hear from others…

1.
2.
3.
4.
5.
6.
7.

How do you envision addressing the needs and risks?

We have tried to… We are planning to… The problem is… I hear others have…

1.

2.

3.

4.

5.

6.

7.

Too many towns and cities wait until…

Disruption!

1. **Underserved** by IT vendors pursuing businesses, health care industry, financial services, or larger cities.

2. **At risk** due to dated hardware, dated software, unpatched systems, and misconfigured technologies.

3. **Inadequately protected** because technology and cybersecurity quickly evolve but they haven't kept up.

4. **On their own** when failure happens, or an incident occurs. Who do they call? What do they do?

MASC's Cybersecurity and Technology Services

Includes affordable and comprehensive services for all Towns and Cities

1. **Manage Essentials** (formally IT in a Box) for IT support and managed services.

2. **Managed Security** (Protect Shield) for protection against ransomware and cyberattackers.

3. **Managed Backups** (Rapid Data Recovery) for when an incident happens.

The smallest city we serve is 123 in population – a clerk with a PC.

Manage Essentials
ALL YOUR IT AND TECHNOLOGY NEEDS COVERED

MONITOR
- Proactive patching and overall IT health management
- Endpoint Detection & Response + 24x7x365 SOC
- Data backup & disaster recovery

RESPOND
- Proactive patching and overall IT health management
- Endpoint Detection & Response + 24x7x365 SOC
- Data backup & disaster recovery
- 24x7x365 Remote Support
- Vendor Co-Ordination + Procurement

PROACTIVE
- Proactive patching and overall IT health management
- Endpoint Detection & Response + 24x7x365 SOC
- Data backup & disaster recovery with increased data retention / archiving capabilities
- 24x7x365 Remote + Onsite Support
- Vendor Co-Ordination + Procurement
- Custom Website + Records Management
- Body Camera/Squad Car Video Archiving
- Strategic Planning + IT Best Practices
- O365 Licensing + Management

Managed Security
Different levels of protection provided to come alongside where you need help

PROTECT SHIELD (USER)
Puts protection where it is needed most – the end user while enabling organizations to meet cyber liability requirements.
- Advanced Endpoint Detection & Response
- 24x7x365 Security Operations Centre (SOC)
- Security Awareness Training
- Dark Web Credential Monitoring
- Web / Content Filtering
- Email Protection
- O365 Security Event Management
- Monitors O365 for signs of malicious activity

PROTECT PERIMETER (NETWORK)
Extends protection beyond the end user and to the entire network. Introduces strategic security services, as well as allowing organizations to meet compliance objectives.
All the features of Shield PLUS:
- MFA (For all users & network endpoints)
- Security Information & Event Monitoring (SIEM)
- Quarterly vCISO Services

PROTECT FORTRESS (STRATEGIC)
Builds on the strategy provided within Perimeter, allowing organizations more access to the vCISO Services.
All features of Perimeter PLUS:
- Monthly vCISO Services
- Annual Assessment

PROTECT SELECT
A la carte offering from all of the features included within each of the three cyber security bundles.

Managed Backups – Rapid Data Recovery
MAKE DOWNTIME A THING OF THE PAST

Reduce downtime during a security incident or emergency

Quickly restore key information for minimal disruption

Help maintain regulatory compliance

WHAT YOU CAN EXPECT TO RECEIVE:
- 24x7x365 Backup Monitoring and Support
- Disaster Recovery Plan, detailing your Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)
- Best in class backup automation and security.
- Flat fee for storing your data in the cloud.

3

The information provided here is for informational and educational purposes and current as of the date of publication. The information is not a substitute for legal advice and does not necessarily reflect the opinion or policy position of the Municipal Association of South Carolina. Consult your attorney for advice concerning specific situations.

8/8/2023

MASC's Cybersecurity and Technology Services

Powered by VC3

1. **Manage Essentials** is *tailored* IT Support and Managed Services for small towns and cities.

2. **Protect Shield** with **Rapid Data Recovery** is proactive measures to reduce the chance of an incident occurring, while confident *when* an incident happens that you can recover.

3. **Priced** for towns and cities. Again, the smallest city we serve is 123 in population – a clerk with a PC.

4. **Endorsed** by **MASC** as a part of a suite of comprehensive Cybersecurity and Technology Services to meet the needs of every member town and city.

Don't wait for disruption!

Thank you!