

# S.H.I.E.L.D MANAGED AND HOSTED SOLUTIONS

## SELF-MANAGED



## S.H.I.E.L.D-MANAGED



## BENEFITS OF S.H.I.E.L.D-MANAGED AND HOSTED SOLUTIONS

### INCREASED IT PRODUCTIVITY

Since the IT hardware, back-ups, updates, and other ongoing maintenance services are included in Hosted Solutions, your IT staff can focus on its mission.

### RESILIENT AND SECURE SYSTEM

S.H.I.E.L.D solutions are hosted on a scalable, secure server in a professionally managed data center; providing you the most resilient and secure environment for your critical data.

### LOWER TOTAL COST OF OWNERSHIP (TCO)

The mitigation of up-front hardware costs and a drastic reduction in ongoing maintenance delivers a lower TCO than on-premise systems of the past.

### DEDICATED PROFESSIONAL SECURITY ADMINISTRATOR

No more hassles in training and managing administrators to facilitate security duties. With S.H.I.E.L.D-managed solutions, you'll have access to a fully trained professional security administrator every day, 24-7.

### FLEXIBILITY

Since S.H.I.E.L.D-hosted solutions are web-based, users can access the system from any device anywhere with an internet connection. This level of flexibility empowers users to make decisions on the go, without delay or interruption.

### PEACE OF MIND

With S.H.I.E.L.D, you'll always know that your expectations will be completed in a timely and professional manner, and you'll feel secure that your urgent or special requests will be done.

888.291.0120

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VA DCJS #11-5536 | MD # 107-1835

 **SECURE**  
**FROM EVERY ANGLE**

# S.H.I.E.L.D MANAGED AND HOSTED SOLUTIONS

SERVICE	DESCRIPTION
CREDENTIAL CREATION	Creating credentials for your employees, removing the cost of expensive badging equipment, keying equipment and maintenance.
ACS CONFIGURATION ADJUSTMENTS	Programming your system configuration to adjust the unlock schedule(s) within your ACS to manage Holidays, Early Dismissals, and other unique events, as well as adjustments to access/clearance levels as needed.
VIDEO CHECK/RETRIEVAL	Daily video review to ensure all video is present and recording, immediately identifying and servicing missing video signals.
INCIDENT EVIDENCE CREATION	Includes video and alarm/event logs for submission to the authorities or company management for processing.
REPORT GENERATION	Create and generate reports per request. Auto-generated and emailed reports can be created and managed.
INFRASTRUCTURE HEALTH MONITORING	Daily management of your network, and server/storage units, including alert reporting and service request generation of alert status items.
SYSTEM HEALTH MONITORING	Daily management of your security management system, including alert reporting and service request generation of alert status items.
CLOUD-BASED VIDEO ARCHIVAL	Enables you to maintain video recordings in the cloud, providing greater storage flexibility without the need to purchase additional hardware.
ALARM MONITORING	24 x 7 x 365 system monitoring and response to alarm events.
EMERGENCY CALL & ELEVATOR MONITORING	24 x 7 x 365 elevator emergency phone monitoring and response to request for assistance. Ideal for parking garages, open campus space or stairwells to provide a means of calling for emergency assistance.
VIDEO VERIFICATION OF ALARMS	Video verification of monitored alarm events to reduce false alarms, potentially saving clients from jurisdictional fees.
UL 2050 COMPLIANCE	As required by UL 2050, IST provides semiannual inspections to meet that requirement. IST can issue UL Certificates for your SCIF/High Security Area requirements.
WEB & SOCIAL INTELLIGENCE	Identify & analyze critical communications to uncover security threats in real-time.
CYBER SECURITY SUPPORT	Perform routine vulnerability assessments and associated remediation, as well as, provide 24/7/365 Managed Detection & Response (MDR) of the network, end points and logs to establish a comprehensive cyber security maintenance and mitigation strategy.
FIRE DOOR INSPECTIONS	Perform annual fire door inspections consistent with NFPA 80 (5.2.4) code requirements.