

TENFOUR IT INFRASTRUCTURE UTILITY SERVICE

SHIELD EMBEDDED SERVICE BRIEF



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SERVICE OVERVIEW

"Shield" is TenFour's frontline security service, automatically embedded within the IT infrastructure we provide to help close current and future security holes in the Network and Host layers of your IT environment.

We consider this first level of defense so integral to your overall security strategy that the embedded Shield service is included in TenFour's IT infrastructure platforms at no additional cost.

By implementing Shield alongside the standardized components and configurations we provide, we deliver end-to-end visibility of your network's access and operations. Every device in your network is enlisted as a security and traffic sensor to monitor your environment's performance, health, and security around the clock and detect suspicious activity as quickly as possible.

Best of all, Shield helps automate the routine security tasks that distract your IT team from more critical activities: real-time assessment of threats to your more vital Applications and Data. And by continually collecting key security information Shield not only alerts you in the event of frontline intrusion, but helps support governance, security compliance, and remediation without the need for additional in-house expertise and labor.

WHAT'S INCLUDED

Shield provides numerous capabilities and data points via a collection of assembled and integrated applications that comprise the service within all TenFour IT infrastructure components (ITUs). These capabilities are also available for purchase with non-TenFour infrastructure as a managed service.

Configuration Standards

Every component of the IT infrastructure we provide is

standardized in its operation and configuration, making it easy to not only embed the Shield service, but to maintain your environment with consistent and constant patches and updates for all connected devices.

Continuous Monitoring

Shield is automatically set up to continuously monitor your network's inventory and operations via regular scans using probes, bots, and Simple Network Monitoring Protocol (SNMP). We automatically compare snapshot results to previous snapshots and you are notified of unexpected changes to IP addresses, devices, or permissions.

Network Configuration Management (NCM)

Shield is equipped to regularly create an image of all network configuration files, back those images up, and revert to previous images if security threats are detected. If a hacker infiltrates the network or an administrator change results in an unexpected error, we're able to quickly restore the network based on a previous image.

Log Management

For every Layer 2 or Layer 3 IT infrastructure component we provide, Shield collects Syslog data in an "ELK" data lake, comprised of software services Elasticsearch, Logstash, and Kibana, for up to 90 days as required and storage allows. You are able to access and use this data at any time.

Authentication, Authorization & Accounting (AAA)

We verify all network access using Remote Authentication Dial-In User Service (RADIUS) proxy servers equipped with secure SSL, in combination with a cloud-based, two-factor authentication service, SafeNet. Every person responsible for managing the network and its devices is provided a token to track and check their activity within your environment. Plus, we integrate with the Lightweight Directory Access Protocol (LDAP) to apply and manage individual users' administration rights.

Remote Access & Control

Via our proprietary Network Observation Host, we are able to provide and manage remote login and control of the Shield embedded service and its functions from within your domain, mitigating any risk of infiltration.

DNS Management

Shield uses Windows' Internal DNS Service to not only monitor and manage the domain naming schema for your environment's servers, websites, devices and more, but to help resolve DNS issues when interfacing with external resources.

Data Flow Monitoring & Analytics

We use industry- and device-standard data monitoring applications—NetFlow, sFlow, and JFlow—to sample incoming network activity and traffic and provide basic analytics about your environment's traffic.

BUSINESS BENEFITS & FEATURES

We know that defending your organization's Applications and Data takes more than firewalls; it takes a comprehensive approach that incorporates every process and configuration that comprises your IT infrastructure. To us this frontline protection is a necessity. That's why Shield is included at **no additional cost** with every platform and component TenFour delivers to you and designed to provide the following benefits and features throughout your operations.

Reclaimed Resources

Shield handles security and access in the Network and Host layers, so your in-house team has more time and resources to focus on defending your environment's more vital and vulnerable inner layers where attacks actually happen: Applications and Data.

Round-the-Clock Support

We provide up to 99.999% Shield service availability to all facets of the network and IT infrastructure we monitor, but if an issue arises, Shield is in contact with our U.S.-based Network Operations Center (NOC) 24x7x365 for rapid notification and remediation.

Proactive Maintenance

Our on-going lifecycle support process keeps your software and hardware up to date in order to address critical vulnerabilities, bugs, or new functionality. Operating system and software code changes are always delivered in a proactive, systematic way to maximize code version control and minimize customer uncertainty.

Reliable & Refreshed Capabilities

We regularly refresh and maintain all of the software and hardware we provide as part of our IT infrastructure utility service, including all elements of the Shield embedded

service. In conjunction with our standardized software and hardware components, we make installation, operations, and administration as streamlined and worry-free as possible by testing and implementing critical patches and configuration changes to ensure Shield is always prepared for the latest threats.

Robust Security Standards

Shield is designed to support attack prevention, risk reduction, and framework compliance requirements. We subject risky domains to URL and file inspection at the IP and DNS layers and block compromised devices before they can call home to stop data exfiltration and execution of ransomware encryption of your files and assets.

BUSINESS VALUE & OPTIONS

We understand that many of the capabilities included in Shield may already be included in your IT team's routine activities. Shield is not intended to completely replace the operations your team or cyber security provider already perform to protect your network; instead Shield is intended to augment your strategy. That's why we offer two approaches to supporting your IT infrastructure's frontline security:

Embedded Service

Shield is automatically integrated into the IT infrastructure we provide at no additional cost, so your operations will enjoy the greatest benefit of its network and security management applications and features. Because it is designed to work in conjunction with our components and configurations, Shield gains end-to-end visibility of your environment and collects all of the critical security data generated within the Network and Host layers, alerting you of any frontline intrusion.

Stand-Alone Service

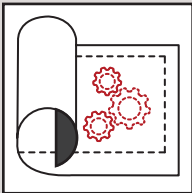
For a recurring fee, we are able to implement elements of the Shield service within your environment to fill gaps in your Network and Host layer security as needed. Regardless of whether or not you've purchased IT infrastructure from us, we'll provide the protection and data your team requires to ensure your current environment and devices are as secure as those provided by TenFour. However, because this service is not embedded within our IT infrastructure, some of Shield's capabilities won't be available.

THE TENFOUR ADVANTAGE

As data becomes increasingly valuable, cyber threats to business become even more costly and complex. That's why it's vital that your IT team is able to reclaim the budget, time, and energy they need to focus less on routine Network and Host security tasks and more on unexpected threats to your Applications and Data. No matter your current security operations, Shield's comprehensive collection of applications and capabilities provides an easy way to reduce surface attack area and improve security posture, all without need for more staff, software, or expense.

There's too much at risk to face these threats alone and bad actors will always be a concern. But with TenFour's Shield embedded service you know that no matter the time or location, to get to you they need to go through us.

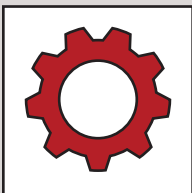
TenFour delivers tightly integrated, foundational services that manage your full IT infrastructure lifecycle. We start with a Catalyst study to determine the business value we will deliver and the right roadmap to achieve your goals. The remaining foundational services, Gear, Administer, Monitor, Repair and Shield are embedded into the delivery of the IT infrastructure utility to provide one integrated service experience.



CATALYST

A study that enables us to understand your business goals, perform a technology assessment of your current state and create a roadmap for the future that ties to measurable business outcomes.

- Aligns business and technology goals
- Baseline of current IT Infrastructure measurements
- Total Cost of Ownership Analysis
- One, three, or five year projections
- Repeated regularly to measure ongoing improvement



GEAR

Pre-selected and tested hardware, software, telecom and physical infrastructure delivered as a utility service with built-in technology refresh at zero cost to you.

- Reduced technology debt
- Reduced risk from owning the assets
- Streamlined operations with embedded services
- Multiple deployment options
- Location agnostic, private, dedicated infrastructure



ADMINISTER

Day 2 system changes and proactive maintenance implemented quickly so operations sync with business needs.

- Scale infrastructure with business needs
- Timely and prioritized with Change Advisory Board
- Up to date with Reference Architectures



REPAIR

Hard-working teams of experts, remote and on-site, that act fast and make things right again.

- No means or averages with SLAs based on Time to Remediate, not Time to Notify
- Truck rolls included
- Single point of accountability



MONITOR

24x7x365 remote monitoring, network mapping, ticket creation and network inspection.

- Co-management for greater visibility
- Cross platform, end-to-end user experience
- Network Observation System with embedded security
- US-based Network Operations Center
- Improved reporting and dashboards with regular reviews with Customer Success & Lifecycle Executive

What got you through the Information Age will not get you through the Digital Age. You need new tools. You need TenFour. We've created a new type of IT infrastructure company.

We build exceptional, private domain global IT infrastructures that are simpler, have fewer defects, and cost less to operate than traditional models. We don't just build and operate IT infrastructures; we own them. We're not a cloud computing company, but we've taken the cloud model and extended it beyond compute and storage to core plus distributed platforms and services, such as routers, switches, wireless access points, IP phones and IoT devices, which traditionally have been "uncloudable". Like electricity and water utilities, you pay only for what you use, when you use it.

TenFour IT. Grow your business. We got this.

1. OBJECTIVE MEASUREMENT OF BUSINESS VALUE

We measure for lower Total Cost of Ownership, increased reliability and greater agility using real metrics that we guarantee in the first, third and fifth year.

2. IT AS A UTILITY

We own it. You only pay for what you use. Similar to kWh and BTUs, we deliver ITUs—IT Units with the entire lifecycle embedded. This means greater flexibility to respond to your business with improved spend and predictability.

3. CLOUDIFYING THE UNCLOUDABLE

Not only are we delivering routers and switches as a service, we are also cloudifying antennas, wiring and IoT elements. Avoid technology debt with a proactive refresh. End result: fewer defects and an improved security posture.

4. WHEN IT BREAKS, IT'S REALLY OUR PROBLEM

We give you a real SLA with a true time to repair from root cause to resolution (and not one of those weak average SLAs). We provide a single point of accountability. No more finger pointing.

5. SHARED RISK AND GREATER AGILITY

We're in this together. No more bearing all the financial, technical and operational risk. Since you can turn the service off and on, you finally get the agility to have your IT respond to changes in your business.

6. GREATER VISIBILITY WITH EMBEDDED TOOLS

No need to buy a dozen different software packages and associated maintenance. Our 24x7x365 US-based NOC manages across platforms and offers co-management so you have access to all the embedded data collection tools for real-time reporting and full read/write access and control.